**ReevesMed**

**Patient Handbook**

Welcome to **Reeves Medical Associates, PLLC**! We appreciate you and hope that you find the patient centered care that you are seeking. This guide was developed to be your reference and resource for how the clinic will operate. Our goal is to provide transparency in operations and expectations of the clinic, as well as uniformity of patient care.

**Definitions**:

**Routine follow up or office visit**: Any visit that reviews chronic medications, new concerns, new or old diagnoses. This will be for varying durations. This is the most common type of visit.

**New patient visit**: If you have never been seen by Dr. Reeves or have not been seen within the last 3 years, you are considered a new patient.

**Wellness visits**: These are visits that include a discussion of preventive healthcare such as routine screening tests ie. Mammograms, prostate exams, Women’s Wellness exams, Medicare Wellness exams, Annual Wellness Exams or vaccinations. For your convenience, Dr. Reeves is sometimes able, when time allows, to add this important preventive healthcare to a routine follow up. If this discussion is included in your routine visit, there will be separate appropriate charges.

**Annual Exam:** **Is not a wellness/preventive visit** but is a once per year review of chronic health conditions and may include renewal and review of chronic medications and labs. This is more commonly considered a routine follow up and is not billable as a wellness/preventive exam. Few patients will qualify for this once per year visit due to having more severe chronic illnesses requiring more frequent appointments. Most patients with chronic health conditions will need to be seen more often for monitoring. If discussion of wellness/preventive care is included in your annual visit, there will be separate appropriate charges.

**Walk In Sick visit**: A visit that may qualify for our walk-in clinic is a recent change of health status typically within the last 2 weeks. This does not include a concern that started more than 4 weeks ago and has persisted.

**Walk In Chronic visits**: Brief visits that do not require an appointment and will address only a stable minor chronic health condition. See below for further description.

**Copay, Coinsurance, Deductible**: The portion of the payment that is not covered by insurance and is the patient’s responsibility

**After Hours Care:** Any call after the office closes at 4:30pm daily, noon on Wednesday or before 7:30 am, that you request to be addressed by the physician on call and is subject to $30 after hours call fee.

**Cash Pay Services:** Services that the patient does not wish to file with insurance and must be designated as cash pay prior to the service being rendered.

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**Following are our clinic policies:**

* **Walk-in Sick Clinic**: Our goal is to keep sick visits available daily. To facilitate this, we will have a walk-in clinic daily from 7:30-9:30am. This will be on a first come first served basis. In addition, any other regular appointment slots that are available can be same day appointments as needed. The walk- in clinic is limited to acute illnesses such as acute infections, blood pressure exacerbations, respiratory exacerbations, minor acute injuries, or newly started medication side effects. This clinic is limited to one problem only to provide for efficiency.
* **Walk-in Chronic Clinic**: A few basic chronic illnesses can also be treated at walk in clinic such as blood pressure medication rechecks, cholesterol checks, new medication follow up or a medication refill. For patients, to qualify for walk in chronic care visits, their medication list should include no more than three chronic medications. Only one minor chronic problem can be assessed at the walk-in clinic visit.
* **Medication refill policy**:
  + All refills require a 48-hour notification.
  + Medications that are subject to special prescription regulations are only refilled at a routine office visits.
  + Annual refills will be issued where possible therefore if your medication is due for renewal you are likely due for an office visit to update it.
  + You will need an office visit to review/renew a specific medication even if you were recently seen for something else.
  + Diabetic medications will be renewed for no more than 6 months at a time due to the more frequent monitoring required for these medications.
* **Insufficient Funds**: Check payments received with insufficient funds will be charged $30
* **No show policy**: 3 N/S within a 12-month period will result in discharge from the clinic
* **Opioid Policy**: Due to new Legislation passed this session of the Arkansas State Legislature, we are taking no new patients on scheduled medications this includes, hydrocodone, oxycodone, Fentanyl, Valium, Xanax, Clonazepam, Ambien, Phentermine, Adderall or other similar medications. Obtaining an appointment without disclosing use of these medications will result in immediate discharge.
* **After hours calls**: will be directed to our answering machine. If you need a visit scheduled or a refill, you can leave a message and they will be handled by staff during regular hours. If you have an emergency, you should go to the ER for assessment or call 911. If you contact the on-call physician by calling the office number after usual business hours, the fee is $30 per call.

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**Late cancellations/Missed appointment policy**:

* **Cancellations**: Without 24-hour notice are considered late cancellations, and late arrivals over 15 minutes past the appointment time are considered a missed appointment.
* Three (3) late cancellations or missed appointments in one 12-month period are considered a breakdown in the professional relationship with your doctor and will result in dismissal from this practice.
* Exceptions may be made in the event of an emergency but please contact us as soon as you know you will miss the visit.
* Missed visits limit access for everyone and are very detrimental to a small practice, therefore patients are allowed one no cost missed visit per calendar year, after that a missed visit will be charged a fee of $30 and will be billed the next business day to your credit card on file.
* If you are unable to make your appointment for any reason, please let us know as soon as possible even if it is less than 24 hours so we may provide that appointment to someone else.

**Emergency Care**:

In the event you have an emergency, do not call the office, call 911 immediately for rapid assistance.

* If you have a minor concern that cannot wait until business hours, you may call the clinic number for after hour instructions. After hour call service is costly for any clinic and for that reason the cost of the call will be transmitted to the patient at a rate of $30 per call and is not covered by insurance. This will be charged immediately to your credit card on file the next business day.
* Prescriptions for narcotics and other similar medications are not ordered at any time other than a routine office visit.
* Due to our diligence in providing the right medication for you and reducing antibiotic resistance, antibiotics are not ordered by phone and will require an office evaluation

**Billing for Communication or Forms Outside an Office Visit:**

**Includes i**nteractions by phone not able to be addressed by nursing staff.

This requires special medical attention by the physician and will be charged a $30 fee not covered by insurance.

Examples include but are not limited to:

* Discussion with the physician on topics not managed by nursing staff
* Request to change the dosing of a current medication
* Phone call from the physician to discuss a new or recent diagnosis or new lab result.
* Calls that require a certain degree of professional judgement including review of symptoms or side effects.

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* Forms requested to be completed without an office visit will be reviewed as they are presented. If deemed medically appropriate to complete without an office visit, the $30 fee will apply. If not able to be completed without a visit, the office will call to assist you in scheduling an appointment.

\*\*There is no fee for you to send a Portal Message to the clinic at any time of day and all patients are encouraged to utilize this method of communication for the most efficient responses.

**Medical records are available upon written request**. There is a base fee of $15 and .50 per page for 1-25 pages and .25 per page thereafter. If the records are extensive enough to require an outside service to copy, the fee will be charged by that service.

Thank you for your interest in Reeves Medical Associates, PLLC. We appreciate you taking the time to read through our policies and look forward to being a partner in your healthcare experience

Wishing you good health,

Sincerely,

Carolyn Reeves D.O. FACOI

Patient Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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