

ReevesMed

Patient Handbook

Welcome to ReevesMed! We appreciate your interest in our clinic, and hope that you find the patient centered care that you are seeking. We are a small clinic with dedicated staff providing high quality care that exceeds the large corporate hospital experience. Please be respectful to staff as you navigate our clinic. Each of our staff members are important to our success.

Definitions:

Routine office visit or follow up: Any visit that reviews chronic medications, new concerns, new or old diagnoses

Sick visit: A visit to evaluate a recent change of health status typically within the last 2 weeks such as a new infection, acute injury, blood pressure exacerbations, respiratory illness or UTI.

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. A new patient screening process is utilized to make sure we are able to accommodate your care needs.

Wellness visits: These are visits that include a discussion of preventive healthcare such as routine screening tests such as 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 visit. If this discussion is included in your regular visit, there will be separate appropriate charges.

Annual visit: This is a once per year review of health conditions and is billed as a follow up visit and will not qualify as the no charge wellness visit covered by some insurance. Few patients qualify for this visit as a single visit per year typically not enough to provide adequate healthcare. Most patients with chronic health problems will be seen 2 or more times per year dependent on their diagnosis and medications.

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 outside of business hours that you initiate by calling our after hours phone service.

Cash Pay Services: Services that a patient does not wish to file with insurance must be designated at the time of check in and prior to services being rendered.

Telemedicine: A visit conducted remotely by video conference, is available for your convenience for most visits and is covered by most insurances but we can not guarantee insurance coverage.

Phone Visit: A visit conducted by phone call only if video is not accessible and is covered by some insurances but we can not guarantee insurance coverage.

Clinic policies: _____initials

- **Sick Visits:** Our goal is to keep sick visits available daily. We are not currently offering walk in visits. 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 sick visit is limited to acute illnesses such as acute infections, blood pressure exacerbations, respiratory exacerbations, acute injuries, or newly started medication side effects. This visit is limited to one problem only to provide for efficiency of sick visits.
- **Medication refill policy:**
 - All refills require a 48-hour notification.
 - Medications that require specific prescribing rules such as narcotics, ADHD meds, some anxiety meds, are only refilled at routine office visits. Phone refill requests will not be accepted. It is your responsibility to know when your medication needs to be refilled and make sure it is addressed at your office visit.
 - Annual refills will be issued where possible. If you are due to have a renewal you are also likely due to have a visit. Patients who have not presented for routine blood work will have their renewals limited.
 - An office visit may be necessary for medication renewals even if you were recently seen for a different issue.
- **Opioid Policy:** Due to Legislation passed by 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 access to the clinic without disclosing these medications will result in immediate discharge.
- **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
- **After hours calls:** will be directed to our answering service. 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, after usual business hours for a question regarding your medical care, afterhours fees range from \$60-\$115, and may not be covered by insurance.

Late cancellations/Missed appointment policy: _____initials

- 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 to 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.
- 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: _____initials

- 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 care instructions. After hour call service is costly for any clinic after hours fees range from \$60-\$115, and may not be covered by insurance.
- 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 a sick visit.

Billing for Communication outside a visit or Completion of Forms: _____initials

Include interactions by phone, email, portal message that require special attention by the physician will be charged a \$30 fee (Not covered by insurance)

Examples include:

- Discussion with the physician on topics not managed by nursing staff
- Prescribe a new medication or change the dosing of a current medication
- Document an extended phone conversation
- Exercise a certain degree of professional judgment including review of symptoms or side effects.
- Phone call from the physician to discuss a new diagnosis or lab result.
- Portal messaging addressed by the physician.

*** There is no fee to communicate with staff by portal messaging and is the most efficient way to communicate with staff. This avoids phone tag. Please let the front desk know if you need help with the portal.

Medical records are available upon request. The base fee is \$15 and .50 per pages 1-25 and .25 per page thereafter. Records requested by another physician for continuity of care have no charge.

Patient Name: _____

Signature: _____

Date: _____