

Brookwood Family Medicine

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Notice of General Office Policy

Appointments

-  New Patients are requested to complete registration forms prior to the first visit by one of two methods on our website. Please arrive 30 minutes early for the appointment. It is encouraged for new patients to take steps & send your paperwork to us one business day in advance of your appointment to ensure timely appointments and avoid delays in being seen. Failure to do this may result in your appointment being rescheduled if the time taken to complete the forms extends into your appointment resulting in insufficient time remaining with the physician.
-  Established Patients are expected to keep scheduled appointments as requested, if you need to cancel or reschedule please do so at least 24 hours prior to your appointment. Failure to notify the office may result in a "No-Show" charge amount will be reflective of the time reserved for your missed appointment.

Prescriptions

-  All patients who are on managed long-term medications will need a minimum of one office visit every 6 months to maintain up-to-date medical history & medication management status related to the treated diagnosis as a general office policy. Length of time between routine office visits will vary depending on conditions being treated, health status and medication type with the time interval between these visits to be established on an individual basis by your physician. This time frame is not limited to the general office policy regarding prescription management.

Billing

-  We will attempt to bill all charges during a visit to your insurance provider and expect prompt payment on all charges deemed patient responsibility according to your individual health plan. Co-pays are expected to be paid at time of service. Patients are expected to remain current on their account and payment toward balances made in a timely manner to remain in active good standing with the office.
-  We do not bill for claims related to auto accidents or worker's comp.
-  It is expected and patient responsibility to update our office with current insurance provider information as it becomes available and failure to do so may result in office visits being billed as patient responsibility.

Lab & Diagnostic Testing

-  Diagnostic & Lab testing is ordered by your physician during an office visit when deemed necessary and after discussion with the patient. Locations for having these tests performed will be indicated on the orders you are given during the office visit.
-  In-office blood draw is not performed on a routine basis. We attempt to provide as detailed a diagnosis as possible that pertains to the testing being requested but in some circumstances testing may not be covered by your insurance provider and this is the patient's responsibility to ascertain whether procedures & tests ordered will be covered with the diagnosis being presented prior to having the testing completed.
-  Bills related to tests not performed in this office falls outside our ability to control and it is necessary for the patient to be as informed as possible. Our office would always recommend patient's call your insurance provider regarding questionable coverage of testing procedures before having them completed.