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### ***Policies and Responsibilities - Please read this information carefully***

**HOURS OF OPERATION:** Our office hours are 8:30 AM – 12:00 PM and 1:00 – 5:00PM Monday through Friday. Your own physician's hours may vary and may need to change due to hospital obligations. We answer our phones between the hours of 9:00 AM and 5:00 PM. Our office is closed for Memorial Day Monday, July 4<sup>th</sup>, Labor Day, Thanksgiving and the day after, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.

**WALK-INS:** We do not see "walk-ins" but we understand that ill patients must often be seen on the same day. We ask that you call in advance.

**WORKERS COMP:** Due to the amount of time and paperwork required, **we do not provide any Worker's Compensation services or follow up.** When you do see another physician for work-related illness or injury, you should ask if copies of those visits and results of any testing be sent to our office for inclusion in your file.

**BILLING:** We employ an outside company to provide billing services. If you have received a statement from us about which you have questions, you may be able to get answers most quickly and accurately by calling the phone number on the statement (866-691-8867).

#### **PATIENT RESPONSIBILITIES:**

**TAKE AN ACTIVE ROLE IN YOUR HEALTH CARE:** Patients who are well informed about their care and effectively communicate with their health care providers report better overall health. We encourage you to take control of your health and become an active partner. This includes keeping an accurate list of all prescriptions and over-the-counter medications that you may be taking, noting dosing information; informing your doctor of any symptoms you are concerned about by noting duration, intensity and what, if anything, relieves the symptoms; and at appointments, asking your doctor to explain any terminology or procedure you don't understand and writing down the answers.

**PRESCRIPTION REFILLS:** Requests for refills of medications may be made by telephone. **Please allow us at least two business days** to call these to your pharmacy or prepare the prescriptions for you to pick up. Prescriptions are phoned in to pharmacies at the end of our business day. Please wait until the end of the second business day, and then phone your pharmacy to see if the prescription is ready **BEFORE** calling us a second time. **Please do not wait until you are out of medications to request refills.**

**LABWORK & DIAGNOSTIC TESTING:** Some insurance companies require specimens be sent to specific laboratories. It is your responsibility to know this and inform us at the time the test is ordered. We will make a reasonable attempt to inform you of test results. If you have not heard back from our office within one week of having tests performed or labs drawn, you should contact this office and ask to speak with your doctor's medical assistant.

**REFERRALS:** We require up to five business days for referrals. To most accurately and efficiently handle referrals, we need the patient's current insurance card(s) to be on file, as well as the name of the physician being seen, the diagnosis for treatment sought, and if known, the appointment date.

**PAPERWORK:** We require at least two working days for other paperwork, longer for more involved forms. We will charge for filling out any forms that are not **directly** related to your immediate health care (for example: FMLA, Disability claims) and the charge will be based on the amount of time it takes the doctor to complete the physician's portion. We will need to collect payment before the forms can be returned to you or forwarded on.

**INSURANCE: WE DO NOT TAKE ALL INSURANCES.** It is your responsibility to keep us informed of any changes. It is your responsibility to be familiar with your insurance plan's coverage including copayments, deductibles, referral and pre-certification requirements and what medical services are covered. For example, our doctors may recommend tests or treatments that your insurance plan may not necessarily cover, leaving you responsible for the cost of the test. Patients are strongly advised to call the Customer Service number of their insurance carrier for any coverage questions. Current insurance and Medicaid cards(s) must be presented at each visit for staff to verify eligibility.

**COPAYMENTS:** Copays for office visits are due at the time of service and will be collected when you sign in at the reception desk. If you are unsure of your copay amount, please call the Customer Service number of the insurance carrier before your next visit. Except in emergency situations, you will be charged a \$10.00 fee if you do not have your copay at the time of your appointment. We accept Visa, Mastercard, checks with your correct address and of course, cash.

**RETURNED CHECKS:** There is a \$25.00 fee for all returned checks. This fee, plus the amount of the returned check, must be paid by cash, money order, Visa or MasterCard before we can accept any further payments by check.

**SELF-PAY PATIENTS:** For those patients with no insurance, we require a \$30.00 deposit towards the visit prior to being seen by your physician. This will be credited towards the balance and patients who pay the entire bill on the same day as the visit will receive a discount.

**NO-SHOW POLICY:** Failure to keep an appointment for a first-time (new patient) visit without calling to cancel with at least four hours notice results in dismissal from the practice. For established patients, our office has implemented a policy of charging a fee for missed appointments; this fee will need to be paid prior to re-scheduling. If you miss **three** appointments without calling to cancel with at least four hours notice, you will be dismissed from the practice. We try to make courtesy reminder calls to you, if we have a good phone number on file, but this does not free you of your responsibility to keep track of and show up to your appointments.

If you are more than 5 (five) minutes late for your appointment you may be asked to reschedule and be charged for a missed appointment. Depending on the doctor's schedule, you may be offered the opportunity to wait until there is an opening. We understand that there are sometimes unforeseen circumstances and we will make an effort to accommodate you if the doctor's schedule permits.

**PATIENT INFORMATION:** Please keep us informed of any change in mailing address, phone numbers, insurance coverage and issues that affect who may have access to your health information. We need an emergency contact number of a person **not living with you**. It would be helpful if you have voice mail on one of the phone numbers we have on file for you. Please inform us if you do NOT want messages of appointments, test results, and / or referral information left on your voice mail.

**CHILDREN'S BEHAVIOR:** Elderly and ill patients may find it hard to tolerate noisy and boisterous children. As much as possible, please try to limit this.