

Welcome to Our Office

OFFICE HOURS: Monday & Tuesday 7:30 am to 7:00 pm
Wednesday, Thursday & Friday 7:30 am to 5:00 pm
Saturday 9:00 am to 12:00 pm- appointments only, no walk in hours

WALK IN CLINIC: Monday – Friday 7:30am-9:00am. Established patients only

AFTER-HOURS: If you believe you are experiencing a medical emergency during normal office hours, please call our office and speak to a nurse, your call will be taken immediately. **Please always call us before going to the emergency room.**

After office hours, please call the office and follow the instructions to contact the physician on call. The physician on call will return your call as soon as possible. In an extreme, life-threatening emergency, go immediately to the nearest hospital emergency department and ask the attending physician to contact our office.

APPOINTMENTS: When making appointments, the receptionist will need as much information as possible so that we can allocate the proper amount of time for your visit.

Our office realizes that our patients' time is valuable, and we make every effort for our office schedule to run efficiently. However, occasionally, our office falls behind schedule. We appreciate your understanding.

If you are unable to keep an appointment, please call the office with at least a 24-hour notice.

**WHAT TO BRING TO
YOUR FIRST APPOINTMENT:**

If you are a New Patient, please arrive at least 15 minutes prior to your scheduled appointment. This allows you time to complete the necessary registration forms. Please bring the following items to your appointment.

- ❖ Your insurance card/Photo ID
- ❖ Please bring current medications, including anything over the counter, example: vitamins, etc.
- ❖ A list of past surgeries/hospitalizations
- ❖ A list of current physicians

REFERRALS: When you are referred to another physician for care, our referral specialist will schedule the appointment and obtain the insurance authorization for the visit.

PRESCRIPTIONS: We encourage you to ask your physician for refills at the time of your visit. We understand that there may be exceptions. Please make your prescription refill requests as early in the day as possible. Allow 24-48 hours for refills. Please do not wait until Friday afternoon as you may be unable to obtain a refill until Monday. In most cases, the physician on call (after normal business hours) will not renew a prescription when called.

SMOKING: We provide a smoke-free facility for our patients.

FEES: To help control medical costs, we ask for payment at the time services are rendered. Co-pays are to be paid at the time of services. However, we believe no one should go without necessary medical care. If financial problems arise,

please contact our Billing Department to determine your financial responsibilities and work out a payment schedule.

FORMS:

There is a \$15.00 fee for the completion of patient forms (i.e., FMLA, disability, life insurance, etc.). This fee will be collected before the distribution of the form.

INSURANCE:

Marshall Medical Associates participates with most major health insurance plans. We provide insurance billing. Please be aware that any costs not covered by your health insurance company are your responsibility.

For fees that are not covered by your health insurance company, we request payment in a timely manner. Your health insurance company may also require you to pay a co-payment at the time of your appointment. Our office does offer financial counseling to arrange a payment plan. Please ask to speak to the Billing Department to arrange a financial agreement.

If you have any questions regarding which insurance plan we accept or any billing concerns, please contact our office during normal office hours. Questions regarding your coverage and benefits should be directed to your employer and/or health insurance company.

CONFIDENTIALITY:

For your protection, no records are released from this office without a current signed authorization.

CELL PHONES:

For your privacy as well as others, please put your **cell phones on vibrate** while in the office, thank you for your help and understanding.