



Welcome to the practice!

- **Emergencies**
 - If you are experiencing a medical emergency, please call 911, or go to the nearest hospital or urgent care facility
 - If you are experiencing an urgent medical situation that cannot wait until the next business day, please call the main office number to reach the on-call provider
 - If your call requires a telemedicine visit, there may be a charge with a co-pay
- **Appointments**
 - Please call the office to schedule an appointment, we do not have self-scheduling at this time
 - Please be clear about the purpose of your visit, this allows the staff to schedule you for the appropriate amount of time, either 15 or 30 minutes
 - Please arrive early or on time for your appointment, we reserve the right to ask to you to reschedule if you arrive after your designated appointment time
- **Cancellations**
 - Please notify the office as soon as possible if you are unable to attend your appointment.
 - Appointments cancelled more than 24 hours in advance of the scheduled time will be rescheduled without penalty.
 - Appointments cancelled within 24 hours of the scheduled time will be rescheduled and subject to a fee of \$50.00.
 - If you miss a scheduled appointment without extenuating circumstances, there will be a \$50 charge.
- **Form Fees**
 - There is a fee for any form that need to be completed, the amount is based on the complexity of the form. We will provide you the exact amount when we receive the form.
 - Fees range from \$25.00- \$50.00, there will be an extra fee if the form is urgent
- **Prior Authorizations**
 - Complex prior authorizations for medications may require a telemedicine visit for completion
- **Telemedicine visits**
 - To be eligible for telemedicine appointments, you must:
 - Have an address in the state of Virginia
 - Be seen in office at least once yearly
 - Have an up to date wellness exam (annual physical)
 - We will make every attempt to get payment from your health insurance, if we are unable to acquire payment from insurance, the self-pay fee will be \$100.00 for established patients and \$125.00 for new patients.
- **Medication Refills**
 - Please request through your pharmacy or our patient portal, we ask 24-48 hours to refill prescriptions
- **Payments**
 - If we participate with your insurance plan we will collect any applicable copay after your visit.
 - We will bill your insurance for services received, any balance after insurance for deductible, co-insurance or non-coverage will be billed to you directly
 - If we are non-participating with your insurance plan or you have no insurance, payment is expected at the time of service.
 - We understand that patients have financial hardships and that you may be unable to pay for your bill in full. We will work with you to reach a payment arrangement that is suitable to both parties.

- You will receive 3 statements for outstanding balances, if payment is not received or payment arrangements are not made your account may be sent to our collection agency. *Note: If your account is sent to our collection agency, we reserve the right to charge you the 28% collection fee charged by the agency.*
- Misc
 - Weight loss medications like saxenda, wegovy or mounjaro require visits every 3 months
 - ADHD stimulant medications like Adderall or Ritalin require visits every 3 months
 - Complex issues that are handled by phone or email may be billed to you or your insurance company
 - Labs will be drawn at or after your wellness exam, not before
- Communications
 - We may occasionally reach out to you by text regarding your appointment
 - We will never send individually identifiable healthy information (PHI) over text
 - You will be able to opt out of these text messages at any time

Patient signature

Date

Patient printed name