

Policies and Procedures

Thank you for choosing Perry Family Practice. We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. The staff at Perry Family Practice strives to exceed expectations in care and service to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. Our office is pleased to have the opportunity to serve you. The following information outlines some of the policies and procedures established for this office.

When you arrive to our office for an appointment (after your initial New Patient appointment), please check in at our kiosk. If you have difficulties with the kiosk, please come to the front desk, sign in and have a seat. We will call you up as soon as possible. We ask you to have a seat to ensure privacy for patients. If you do **not** have an appointment and are walking in for labs, an injection, etc. please come to the front desk, sign in and have a seat. You will be called up in the order that you've signed in. If you need to leave a urine sample for any reason, please let the front desk know so they can direct you to the restroom.

Telephone Call Policy- Every phone call is important to us, and we will attempt to answer your calls and return your phone messages as promptly as possible. Please leave a phone number where you know we will be able to reach you. If you call for an urgent matter during office hours, we will make every effort to respond immediately. When calling the office for any reason please pick the correct extension for your needs. Some of our lines are message only lines. Please leave all important information and we will call you back or take care of the issue as soon as possible. Picking the incorrect extension could delay the process. If we are unavailable to answer the phone, please leave a detailed message. Also, please **do not** leave multiple messages or call multiple lines with the same question/issue as this will delay our response time. Please be aware that nurses are **not always available** and will not leave their scheduled patients to return routine phone calls; these are generally answered after patient care sessions are finished. Again, leaving a message is the only way to know that you have called.

Good medical care cannot always be accomplished over the phone, so we may advise you to schedule an office visit to discuss your concerns, problems, or test results.

Walk-In Visits- Walk-in visits should only be used for true emergencies, as they create a scheduling problem for everyone. We ask that you please call first so we can advise you on the best approach to ensure appropriate medical care.

Appointments -Perry Family Practice is committed to providing quality care to our patients. To ensure timely continued care, we ask patients to please call to schedule appointments. We strive to schedule appointments appropriately and emergencies can occur in primary care. We kindly request your patience and understanding if a delay occurs. We encourage you to schedule appointments for preventive health, annual physicals, chronic medical conditions, prescription renewals and sick visits. Our providers have several appointment slots dedicated for same day appointments. If you are needing a same day appointment, please call the office as soon as possible. We would like to remind you to leave a message if we are unable to answer the phone and we will promptly return your call. Patients arriving early for their appointments may not be taken back until their scheduled appointment time, to avoid delaying other patients unnecessarily.

Annual Wellness Visit and/or Preventive Care Visit- To clarify any confusion concerning annual preventive care visits and/or annual Medicare wellness visits These visits include: a review of your overall health and recommended screening procedures (such as mammograms, colonoscopies and certain lab tests) and preventive measures that may be beneficial in maintaining overall good health. If you have a new medical problem that needs evaluation and requires your physician to order specific tests and/or medications and/or if you have chronic medical conditions that require supervision and surveillance and ordering of specific tests and medications, this is not included in the wellness visit and must be a separate office visit.

Cancellation of an appointment- In order to be respectful of the medical needs of our patients please be courteous and call Perry Family Practice promptly if you are unable to attend your appointment. If it is necessary to cancel your scheduled appointment, we require that you call one working day in advance. Your early cancellation will allow another person to have access to timely medical care.

No Show Policy- A no-show is someone who misses an appointment without canceling in advance. An administrative fee of \$25 will be billed to your account for a missed appointment without proper notification. *Please note that no show charges are patient's responsibility. Most insurances will not cover them. If you arrive late for your appointment, we will make every attempt to see you; however, your appointment may have to be rescheduled.

After Hours and Weekend Contact- please call the office at 478-988-1515 and select extension 8 to reach the emergency on-call provider.

If you have an immediate Emergency, call 911 or proceed to the nearest EMERGENCY ROOM.

Insurance- We accept dozens of insurance plans with various deductibles, co-pays, and coverages. We cannot know all the coverage limitations and rules of your plan. It is important that you read and understand the provisions of your insurance. You are responsible for ensuring that we are providers on your insurance plan and for knowing what services you have coverage for, including but not limited to office visits, labs, x-ray, procedures, physicals and immunizations. You will be responsible for paying for **all** services not covered by your insurance plan.

Please bring your insurance card to every visit. **It is the patient's responsibility to inform our office of any changes in insurance.** Please let us know of any changes in your insurance **before** you are taken back for your appointment.

Perry Family Practice

Jody S Velie, MD, Kelsay McFall, DO
Ally Lancaster, FNP-C, Holly Lavender, FNP-C
Kimberly Hickman, FNP-C, Sarah Harris, FNP-C
1016 Keith Drive or 1025 Keith Drive
Perry, GA 31069
478-988-1515

Payments- All co-pays and account payments are due at time of service and will be collected at each visit. We accept most major credit cards, checks and cash. Perry Family Practice will make all reasonable attempts to collect outstanding balances should they occur. If reasonable attempts to collect outstanding balances fail, accounts in poor standing will be outsourced to a third-party for collection.

Third-Party Liability- "Third party liability" means that someone else's insurance is to cover your illness/injury. For example, a fall at a grocery store, where the grocery store's insurance will pay for your medical bills. We do **not** file charges for payment to attorneys or any other third-party payer. All charges for services rendered are payable in full at the time of your visit unless you can verify that your managed care plan will pay for the services as they would pay any other illness. You will need to submit your charges and seek reimbursement from the third-party insurance payer.

Motor Vehicle Accidents (MVA)- We do not file charges for MVA insurance policies. All charges for services rendered due to a MVA are payable in full at the time of your visit unless you can verify that your managed care plan will pay for the services as they would pay any other illness. You will need to submit your charges and seek reimbursement from the MVA insurance company.

Medication refills- When you are in the office for an appointment, please let your provider know if you need refills on your medication. If you need a refill and are not in the office, please contact your pharmacy. The pharmacy will send a fax or an electronic request with all the important information for your medication refill. Please allow up to 24 hours for your request. Requests should be made **before** you run out of your medication. The clinical staff will submit your request to your provider. Once the refill is authorized the pharmacy will be contacted. Please check the pharmacy before calling our office. If there's a problem with your request the clinical staff will call you. If you are needing a prior authorization on a medication your pharmacy will need to fax a request for a prior authorization. Prior authorizations can take up to three business days. If you call the office about a medication, please leave a detailed message and we will respond accordingly.

Urine Drug Screens- Due to recent changes in protocol to the requirements for urine drug screens and prescriptions for controlled substances, you will be required to make an appointment with your provider each month for refills. We apologize for any inconvenience this may cause but it's necessary to ensure we are following the state mandated prescription drug monitoring program.

Lab and test results- Perry Family Practice will contact you about your results. If you have not heard from us within two weeks, please call the office. If we are unable to answer the phone, please leave a message with all important information.

Medical records- If you are needing medical records please allow up to 30 business days to complete your request.

Medical forms- Most medical forms **will** require an appointment. An appointment allows the provider time to review and sign the forms. If your form does not require an appointment, please allow up to 10 business days for your forms to be filled out. We will call you when your forms are ready for pick up. Examples of forms: School immunization records, Disability forms, disabled parking permits.

Office hours- Monday through Thursday 7:30am to 5pm, closed for lunch 12:15pm to 1:15pm and Friday 7:30am to 12:15pm.

To make an established patient appointment, please select 1

To make a new patient appointment, please select 2

For Dr. Velie, Dr. McFall or Nurse Practitioner Holly Lavender's nurse, please select 3

For Nurse Practitioners Ally Lancaster, Sarah Harris or Kim Hickman's nurse, please select 4

If you are enrolled in the chronic care management program, please select 5

For medical records, please select 7

To reach the emergency on-call provider, please select 8 (not an option until after hours)

Our office billing is handled by Hive Revenue. Please select 9 for any billing questions or issues. If you have already reached out to Hive and still have questions, please select 6.

We would also like to remind you when calling the office if we are unavailable to answer the phone please leave a message. This is the only way we know that you have called. And we will return your call as soon as possible. You can also access your patient portal to request an appointment, lab results, medication refills and many other options.

Thank you for choosing Perry Family Practice!