

Palmetto Family Practice

115 N. Sumter Street Suite # 315
Sumter, SC. 29150

Mission Statement

**Our mission is to provide safe, compassionate, and accessible family-oriented healthcare by offering high quality service in a caring atmosphere.
We are committed to providing quality, comprehensive primary and preventative healthcare to our patients.**

Welcome to our Practice! In order for us to accomplish our mission and provide you with the most efficient service, we have established some practice guidelines. Please read through the following information. If you should have any questions or concerns, you may call the office at (803) 934-0810 or visit us on our web site at www.palmettofamilypractice.com.

HOURS OF OPERATION

Our office is open during these hours: Monday through Thursday 7:45 am-5:00 pm and
Friday 7:45 am-2:00 pm

Our office is closed for the following holidays: New Years Day, Memorial Day, Labor Day, Thanksgiving Day and the day after, Christmas Day and the day after.

LABORATORY TESTING

The lab is open for blood draws Monday through Thursday from 8:00 am-11:30 am and 1:30 pm-4:30 pm and Friday's from 8:00 am-12:30 pm. No appointment is needed for labs however this is done on a first-come, first-serve basis.

LABORATORY RESULTS

Labs must be reviewed by the physician. Please allow 1-2 weeks for the nurse to call with the results. Urgent lab reports are handled as a first priority when notifying patients. The nurse will attempt to contact you of your lab results twice by phone. If the nurse cannot get in contact with you then your results will be mailed. Per your request, the nurse can also e-mail your results.

MEDICATIONS

Please bring all medications (both prescription and non-prescription) to all appointments. We must compare your medication bottles to our chart to make sure you are taking the prescribed medication appropriately and to check for refills.

If you request a prescription to be written or called into your pharmacy, please allow 24 hours for us to process your request. We must get authorization from the physician.

Your prescription requests can also be submitted on our website at www.palmettofamilypractice.com. You can do this by clicking on the prescription tab and leaving the name of your medication and the pharmacy in which you use.

We do make it a priority to refill your prescription requests as soon as possible.

PHONE CALLS

Phone calls are returned as time allows throughout the day. Our office will make every effort to have your call handled as quickly as possible.

In a non-emergent situation, your call may not be returned on the day it is received. Please allow 24 hours in these situations. If your call is in need of urgent attention, please notify the receptionist when you call.

INTERNET ACCESS

Tired of holding on the phone? We can be reached on the web at www.palmettofamilypractice.com.

You can find information about the physicians, make appointments, request prescriptions, read about our office and privacy policies, see what insurance plans we accept, and print out forms.

You may also e-mail routine questions for the office manager, billing department, appointment scheduling, and prescriptions to www.palmettofamilypractice.com. From the home page, just click on the contact link.

EMERGENCIES

If you have an urgent need that requires after hours or weekend attention, please call (803) 436-5718 and the answering service will contact the on-call physician. At anytime, if you are in a *Life Threatening* situation, please dial 911 or proceed to the nearest emergency room.

Non-emergent calls and request for prescription refills/requests and laboratory results should wait for the next regular business day. Please be considerate with after hour calls. The on-call physician only handles urgent circumstances.

APPOINTMENT SCHEDULING

We understand that emergency situations may arise, however we request if at all possible, you give us a 24 hour notice if you are unable to keep your appointment.

It is in the best interest of the patient to comply with the treatment plan developed with their Family Physician. Missing scheduled appointments not only places your health at risk, but also removes the Family Physician's ability to provide proper care. We reserve the right to dismiss you from the practice if several appointments are missed, or if non-compliance becomes an issue.

Please be mindful that the appointment is just for the person who is scheduled. We will be glad to set up an appointment for other family members at a separate time.

We are very conscious of schedules. We will not rush a patient through a visit in order to meet a time line. Please keep in mind that the physicians are with scheduled patients during office hours and are also managing hospitalized patients throughout the day, therefore you may not be seen on time. Your understanding with this matter is greatly appreciated.

It is our sincere desire to make your experience here a positive one. Should you have any questions or concerns, our staff will always be available to answer them.

PREPARING FOR YOUR VISIT

To make your visit as efficient and beneficial, please read the following ways to prepare for your visit:

- Arrive at our office 5-10 minutes prior to your appointment time. (New patients should arrive at least 20 minutes prior)
- Please write down your concerns in a prioritized list, but realize that time constraints will determine the number of problems that may be addressed.
- Bring your medication in the original containers so that we can check for refill(s) and proper dosing.
- Bring your insurance card/cards.
- Please bring your required payment for co-pays and co-insurance for all services.
- Bring a family member to your appointment if you need help in understanding your treatment plan.

INSURANCE/BILLING

Please be sure to bring all or your insurance cards to every visit.

Payment is expected at the time of service for every visit. If you are unable to make your payment, please contact the Billing office at least 24 hours prior to your scheduled appointment.

If you need to make arrangements to pay for a same day/emergent appointment, please request to speak to a member of the billing staff prior to seeing your physician.

If your check payment is returned to us as Non Sufficient Funds, we will no longer be able to accept checks as a method of payment from you.

If you are placed on a financial agreement, please make your scheduled payments each month. Failure to do so will cause rescheduled appointments and possible discharge from the practice.

If there is a change in your insurance coverage, please notify the receptionist upon your arrival. There are filing deadlines and contractual agreements that we must abide by. If the correct insurance is not filed, it could result in the patient being responsible for the balance of that particular date of service.

If you have any questions or disputes involving your balance or insurance issues, please feel free to call, come by the office, or e-mail your concerns to the billing staff.

Your insurance is filed as a courtesy. However if we are not contracted with your insurance company, we will file the claim as an out of network provider. You will be responsible to pay 100% of your visit upon check out. If your insurance company reimburses the charges for that date of service, we will credit your account.

We look forward to a long and healthy relationship.

AGAIN, WELCOME TO OUR PRACTICE!!

If you have any questions, I will be happy to be of assistance to you.

Practice Manager