

Office Policies

We believe that people have the best experiences and outcomes when everything is done with a sense of mutual respect and kindness. Let's treat each other how we would want to be treated ourselves! Here is our pledge to you, along with our expectations of you. You will be asked to sign an acknowledgement stating that you agree to comply with our policies. Thank you!

| | Our commitment to you | What we ask of you |
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| Timeliness | <p>We pledge to complete your visit in as timely of a manner as possible. Please note that the nature of family practice is that sometimes patients have unanticipated needs that may need to be met. We pledge to give you the same amount of attention as we do our other patients, while still managing to run as close to schedule as possible.</p> | <p>In order to respect the time of our other patients who are waiting patiently for their visits, we would ask that you please:</p> <ul style="list-style-type: none"> • Arrive on time (or 15 minutes early!) with paperwork completed ahead of time -- if paperwork needs to be completed at check-in, your appointment may need to be rescheduled or a limited visit. Sorry! • <u>Understand that if you arrive more than 5 minutes late to your appointment, you may need to be rescheduled.</u> • Understand that we may not be able to address every single concern you may have in a single visit, please limit to one to two complex issues or three minor issues. • Understand that the nature of treating some conditions may require multiple return visits. |
| Satisfaction | <p>We are very detail-oriented people. It's in our nature. From the lobby to the treatment room, we pledge to offer you the most comfortable and pleasant experience possible during your visit.</p> <p>We also pledge to give you our undivided attention during your visit and to provide you with the thorough and comprehensive care that we have become known for.</p> <p>Lastly, we pledge to verify your insurance coverage and benefits before the day of your visit, as long as you have provided us with the information we need to do so.</p> | <p>We put forth a great deal of effort to provide you with a great patient experience. In order for you to achieve the best outcomes, it will require some effort on your part.</p> <ul style="list-style-type: none"> • Please do your best to know and understand your insurance plan and deductible-- we assess these items as a courtesy, but what the insurance tells you is the final say for your needs. • Please listen carefully to our instructions during your visit, and please follow our instructions to the best of your ability when you get home, so that you can get better! • Please understand that according to our policies, any amount you owe towards your visit will be collected at the time of checkout. |
| Cancellation | <p>No one is perfect -- we know that life happens. We pledge to alert you of your upcoming visits via text, email. If not confirmed, we will call.</p> | <ul style="list-style-type: none"> • Please confirm or cancel your appointment 24 hours prior to your appointment time. • Same-day cancellations and no-show appointments cause the schedule to be booked for those who may need same-day care. Please call 24 hours in advance to cancel your appointment. Otherwise, you will incur a \$45 fee. |

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| | | <ul style="list-style-type: none"> No-show appointments may happen twice before you will be discharged from our practice, and once if you do not make your initial new patient appointment. |
| Communication | <p>We believe that the best outcomes happen when our patients understand their conditions and receive clear communication.</p> <p>We pledge to educate you about your condition, to communicate any test abnormal results in a timely manner, and to respond to your calls and questions as quickly and clearly as possible.</p> <p>We pledge to communicate your financial responsibility to the best of our ability at the time of your appointment.</p> <p>Completion of Disability, Insurance, FMLA, Medical LOA, Social Security forms or dictated letters may incur a \$25 fee. Please allow at least 72 hours for completion.</p> | <ul style="list-style-type: none"> We ask that you do your best to communicate clearly with us your needs and expectations during your visit, so that we can do our best to provide you what you are looking for. We also ask that you provide us with good contact information and notify us of any changes to your contact or insurance information. Please return our phone calls and billing statements in a timely manner. Should you receive a lab statement, please contact the lab first. We are not affiliated with any laboratory and cannot adjust billing for an outside company. Regarding prescription refills, please contact your pharmacy directly. If you are out of authorized refills, the pharmacy can then send us a written refill request on your behalf. Please note that some medications require medical monitoring and will require a return office visit in order to continue authorizing refills. Please allow up to 24 hours for refill authorizations, and please note that no prescriptions will be handled on weekends or after normal business hours unless deemed an emergency. |
| Respectfulness | <p>We consider the ability to provide you care a privilege. We love serving all people, of all ages, races, religions, and walks of life. We pledge to offer you our utmost respect during your visit. This includes respect for your time and your needs, as described above.</p> | <ul style="list-style-type: none"> Please be courteous to our other patrons by keeping cell phone use to a minimum. Please be respectful and kind to our staff members who are working hard on your behalf. We know everyone has bad days and we are here for you during those days too. Please do your best to communicate tardiness, frustration to our staff directly in a respectful manner. Please note any inappropriate behavior with staff will be an immediate dismissal from our office. |
| Accessibility | <p>Healthcare needs do not stop after 5PM on a Friday. We get it and we have been there! We pledge to make ourselves available for your needs.</p> | <ul style="list-style-type: none"> We offer tele-health appointments for after hour needs-- directions and pricing information available at www.johnsonfamilymedical.com. Should you not get a response on tele-health, call the office. There is a \$25 fee for after-hours calls. If you are having a TRUE MEDICAL EMERGENCY, skip the after hours step and go immediately to the ER or call 911. |