



Welcome to TriStar Family Care! We are honored that you have chosen us as your health care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner. In order to have a mutually understanding relationship, we ask that you please make yourself aware of our office policies:

- **IDENTIFICATION:**
 - We request you bring your health insurance card and a photo ID to every visit, and know that it is required for your first visit. Let our staff know if you have had any information changes since your last appointment. If you are unable to provide us with your insurance information, your appointment will need to be rescheduled.

- **INFORMATION:**
 - You will be asked to fill out new registration forms annually so that we may update your information. Please know that we do this in order to keep your information as up to date in our system as possible.

- **PAYMENT:**
 - All co-pays are expected at time of service, per your agreement with your Insurance Provider. If you do not have health insurance, a payment of \$75 is due at the time of service. While you will receive a Self-Pay discount, you will still be responsible for the remaining balance over the initial \$75 payment. Past-due balances are also due at the time of service, unless a prior agreement has been made with our billing department.

- **INSURANCE COVERAGE:**
 - We participate with most insurance plans; however, it is the patient's responsibility to ensure proper authorization and provider participation before making an appointment. We recommend patients to read their policy book or call their insurance company to learn about benefits and coverage of their policy. Our office is not able to initiate referrals to practices that we are not in network with, and may not be able to order for further testing.

- **APPOINTMENTS:**
 - We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 15 minutes late.
 - We understand that appointments sometime need to be changed, so we ask that you call in advance if you cannot keep your scheduled appointment. If you do not give advanced notification of appointment changes (at least an hour before), these appointments will be marked as no-shows.
 - If an appointment for a new patient is missed, the appointment will not be rescheduled.
 - Three (3) no-show appointments will result in dismissal from the practice.

- **WAIT TIME:**
 - We realize your time is valuable and that every patient, and their condition, is unique with different needs which may require more time than planned. Therefore, we will make every effort to provide you with the highest quality care and to minimize your waiting time. In the event of a delay or unforeseen emergency we will notify you and give you an option to reschedule.



- **MEDICATION GUIDELINES:**

- If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes), you will be given ample refills for 30 up to 90 days at a time during your office visit.
 - When you are down to a 30 day supply of medication, we ask that you call and schedule your follow-up office visit in order to be evaluated and have your medications adjusted or refilled. We ask that you allow enough time for us to make an appointment so you're not without your medication. Work-in appointments will not be made for refill requests.
- For the safety and well-being of our patients,
 - Requests for new medications (including antibiotics) will not be taken over the phone or over the Internet during office hours without an appointment and evaluation by the provider.
 - No new medications (including antibiotics) will be called in over the phone after office hours by the on-call provider. We understand that unexpected situations arise, thus a small refill of a chronic medication may be granted for one or two days after office hours on an as-needed basis determined by the on-call provider. This allows patients to be seen and evaluated by the provider during office hours for all their medication refills.
- Your medication may require Prior-authorization from your insurance company. Please be aware that this may extend your wait to receive your medication.

- **PROVIDER CONTACT:**

- Each provider has a dedicated clinical team to assist in providing your care. When you call with a routine medical question or request, the receptionist will connect you with the clinical team. Except in emergencies, our providers do not accept calls while they are in clinic with patients. If you call when your team is in clinic, the receptionist will send an electronic phone message to the clinical team. The team will respond to your call either between patients (time permitted) or at the end of clinic (around lunch time or at the end of the day). We make every effort that all calls are returned in a timely manner.

- **If you need to reach a provider after hours, you can reach our designated answering service at (800) 580-9197.**

In order for our newly formed relationship to be mutually satisfying and beneficial, we ask that at any time you have a question or are unhappy about any treatment, service, or fees, you will discuss it with us promptly and openly. Misunderstandings and/or lack of communication are the only obstacles to our continued professional relationship.

Again, welcome to the practice. We are happy to have you as a new member of our family!

Sincerely,

Your TriStar Family Care Team

Patient Signature: _____ Date: _____