

POLICY & INFORMATION SHEET

We would like to take a moment to thank all of our patients. We strive to give you and your family the care you deserve. We would like to remind everyone of our clinic policies to ensure your needs are met in an efficient and timely manner.

Cabot Medical Care
2037 West Main St.
Cabot, AR 72023
(501) 843-4555 phone
(501) 743-1550 fax

FAMILY PRACTICE – INTERNAL MEDICINE – PEDIATRICS

Clinic Hours: M-F 8:00am-7:00pm, Saturday 9:00am-1:00pm
Lab Hours: 8:00am-11:30am and 1:00pm-3:30pm
Allergy & Injection Hours: M-F 1:00pm-4:30pm

APPOINTMENTS

We will do our best to accommodate in every way possible when scheduling your appointment. If we are already booked, we will take a message and the nurse will call you back.

If you need to cancel your appointment, please do so at your earliest convenience so that we may use your appointment time for another patient. We do require a 24 hours notice for cancellations. Missed appointments without notification could be reason to dismiss you from the clinic.

Please call 2-3 weeks in advance for well child check-up's, physicals, and appointments for medication refills.

INSURANCE

We file insurance as a courtesy to our patients, but all services rendered are considered your responsibility.

Co-pays, deductibles, and all cash payments are due at time of service. We do not bill for any of these situations.

Please inform the front desk of any changes to your insurance.

PHONE MESSAGES

All phone messages will be read and addressed on the same day you call. Please allow until the end of the day to get a call back from a nurse. If not a medical emergency, phone calls after 4:00pm may be address on the following business day.

If you are leaving a message to be worked in, the nurse will return your call as soon as possible.

REFERRALS

Please allow 10-12 business days to hear back from the referral clerk. Sometimes it takes a few days to get authorization from your insurance, and/or hear back from the specialist.

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MEDICAL RECORDS

If you need your medical records copied due to changing doctors or moving, please allow 2-4 weeks for this process to be done.

HIPAA POLICY

Please understand due to HIPAA laws and regulations we are not allowed to discuss your information with anyone. If you would like a spouse, parent or other person to be allowed to access your information, you must complete a HIPAA form located at the front desk.

UPDATES

We will ask everyone to verify their information once a year to make sure we have your correct address, phone number and insurance information. Please understand this is done for your benefit. A wrong phone number or address could delay a doctor or nurse trying to contact you. A wrong insurance could lead to your receiving a bill and delaying payment. If you have any changes during the year please inform the front desk of these changes.

PRESCRIPTIONS & SAMPLES

Any prescription or sample should be requested 3-4 days before you run out. Once you have requested your prescription, it should be filled within 72 business hours and be at the pharmacy or our office unless otherwise notified by the nurse. Please check with your pharmacy before calling the clinic to check for your prescription.

Please call ahead for x-rays, immunization records, lab results, and any other forms you may need, to allow our office time to properly address your request.

We have 4 specialists that see patients in our office, If you have an appointment with one of these specialists you will go to the middle waiting area to sign in for your appointment. If you have questions for these doctors you will need to contact their main office. The list of specialists are as follows:

Dr. Cash	(ENT)	(501) 313-0425
Dr. Sherbet	(Cardiologist)	(501) 219-700
Dr. Caldwell	(Cardiologist)	(501) 975-7676
Dr. St. Pierre	(Cardiologist)	(501) 313-0425

Once again, thank you for your trust in us to provide care for your family.

Sincerely,
The physicians & staff of Cabot Medical Care.