



HEALTH CONTRACT

Thank you for choosing Alamo Family Practice for your healthcare needs. We appreciate the opportunity to care for you and your family. The following information is provided so that we may better serve you. Please read and sign at the bottom.

1. **Hours of Operation:** We are available 8:00AM – 12:00PM Monday- Friday, and 1:00PM-5:00PM Mon, Tues, Wed and Friday. The office is closed for lunch daily from 12:00PM-1:00PM. For after hours **emergencies**, our physicians are available via our message service.
2. **Message Service:** If you have an emergency and need to reach us when the office is closed, please dial the main number, and you will be prompted to leave a message. The on-call physician will be paged with your message and return your call. Please understand that this service is for emergencies only, and should not be used as a general message center. As a policy, we will not be able to fill chronic medications, schedule/reschedule appointments, report labs or any other non-emergent issues using this service.
3. **Appointment Times:** Out of respect for your schedule, we strive to stay on time with your appointment. In order to assist us with this, we ask that you arrive on time (or early) for your appointment. Patients arriving more than 10 minutes past their appointment time will need to be rescheduled. We allow 15 minutes for acute visits, and 30 minutes for physicals/procedures. In effort to stay on schedule, multiple problems may need to be addressed at a follow up visit.
4. **Annual Physicals:** We emphasize preventive care as a valuable tool for better health. Appointments for physicals will be devoted to preventive services only, and additional problems will need to be addressed at a follow up visit.
5. **Your Physician:** The relationship with your personal physician is integral to your care. Once you have established care with a physician, all appointments should be conducted with that physician. In the event of an urgent need, another physician may treat you; however, you will be return to the care of your personal physician for future appointments.
6. **Cancellations/No Shows:** If you need to cancel your appointment, please notify us at least 24 hours in advance, so that we can make that appointment available to another patient. Failure to cancel an appointment without 24 hours notice will result in a \$50.00 fee being charged to your account that must be paid prior to making future appointments. After 2 missed appointments, we may decide to terminate care.
7. **Refills:** We have found that processing refills through your pharmacy is the most efficient and accurate method. We request that you contact your pharmacy first, and they will fax us the necessary information to refill your medicine. No refills will be done after hours or on weekends except in cases of medical emergency. Please allow 2 business days to process refill requests and 5 business days if a prior authorization is needed from your insurance.
8. **Payments:** All applicable fees, deductibles, coinsurance and copays must be paid at the time of service. This office will verify your benefits to the best of our ability once you supply your correct insurance information. Verification of insurance does not mean that all services rendered will be covered during your visit, however, and uncovered services will be your responsibility to pay. Outstanding balances must be paid prior to further appointments.
9. **Staff Support:** Both our physicians and staff are dedicated to your health. Because your physician is not always immediately available, many questions and concerns can be addressed by communicating through our staff. If you desire to speak only with your physician, it is appropriate to schedule an appointment. Our staff are extensions of our physicians and serve as valuable resources in delivering timely care, so please treat them with respect. Any discourteous behavior towards our staff will not be tolerated.
10. **Paperwork:** We are happy to complete paperwork/forms related to your healthcare, and we ask that you make an appointment specifically devoted to completing these forms. If the physician determines you do not need an appointment, we require 5 business days to complete the form.
11. **Referrals:** If your insurance requires a referral to be completed please allow 5 business days for this to be processed. We recommend that you do not schedule an appointment with your specialist until your referral has been processed.
12. **Noncompliance:** Your total health is the result of a committed partnership between you and your physician. We reserve the right to discontinue this relationship for noncompliance with health plan or any of the above policies.

Patient Signature

Date