

Reservoir Family Medical Clinic

1679 Old Fannin Road ~ Suite E ~ Flowood, Mississippi 39232

Phone (601) 992-6511 ~ Fax (601) 992-5684

Dr. Charles N. Crenshaw

PATIENT COPY

Privacy Practices Summary

We are required by federal law (HIPAA) to provide a Notice of Privacy Practices explaining how your protected health information may be used or disclosed. This notice describes each use and disclosure that we are permitted to make and details your rights and our obligations under federal and state privacy laws.

Below is a summary of the full Privacy Practices Notice.

Uses and Disclosures

We are permitted to use and disclose your protected health information under a variety of circumstances. In some instances, we must obtain your authorization before we use or disclose your information (for example, if a 44 member calls the clinic requesting your information). In other circumstances, we may use your information without your authorization and without informing you of the disclosure (such as billing your insurance, making referrals, or if required by law). These are simply examples of reasons for disclosure. For a full description of the uses and disclosures that we are permitted to make, consult the full Notice of Privacy Practices.

Your Rights

While your records that we maintain belong to your physician, under the federal privacy law patients have a variety of rights with respect to those records. For instance, you have the right to request (in writing) a copy of the health information that we maintain about you and to request we amend any of the information that you believe is incomplete or incorrect. Also, you may request a list of certain disclosures that we have made of your health information. All these rights are subject to some exceptions that are described in the full Notice.

Our Obligations

We are required to provide you with our Notice of Privacy Practices and to abide by its terms. We may amend the Notice from time to time, and all amendments apply retroactively.

If you would like to read the full Notice of Privacy Practices, it is available on our Patient Portal and upon request in the clinic. If you have any questions or would like any additional information, please contact our office.

**The attached form requests your signature to document receipt of our Privacy Practices Notice. If you refuse to sign the acknowledgement, we are required to document our good faith effort to obtain your signature. If you do not sign, it will in no way affect how we use your records.

Flip over for Clinic Policies

Reservoir Family Medical ~ Clinic Policies

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Hours

The clinic is open Monday through Thursday from 8 am until 5 pm and on Fridays from 8 until noon. We close for lunch from 12 until 1:30 every day. Patients are seen by appointment only.

Contacting Us

You may contact the clinic by phone during business hours above. If you are unable to reach us by phone, please leave a brief voicemail for the party you are trying to reach. We will return your call as soon as possible. Do keep in mind that we are a small but busy clinic, and during business hours we are usually with patients or on the phone. Please refrain from leaving duplicate messages or repeatedly calling, as this could delay the processing of your messages and tie up our phone lines. You may also reach our staff via our Patient Portal or the Contact Us link on our website, reservoirfamilymedicalclinic.com.

Appointments

Appointments are required to see the doctor. Keep in mind when scheduling that we typically book out 5-7 days for regular office visits. Annual wellness visits require fasting lab work, and those early appointments are usually booked at least one month in advance. You will be sent a reminder call two days before your appointment, and you will have the option to confirm or reschedule from there.

We no longer accept walk-ins but are usually able to accommodate same-day or next-day appointments for sick patients, **if you call ahead**. If we are unable to work you in on a requested day or time, please ask to be put on our waiting list so if we have a cancellation, you will be offered that appointment first.

Late & No-Show Policy

We understand that there are times when you must miss an appointment due to emergency, obligations for work or family. However, when you do not call to cancel, you could prevent another patient from getting much needed treatment. If you are unable to make your appointment, we require you to cancel **before 3pm the day before** your appointment. This will allow us enough time to offer the appointment to patients on our waiting list. If you are running late for your appointment, please call the clinic to notify the front desk. If you arrive more than 15 minutes late for your appointment without notification, you may lose your spot and must reschedule. If you do not cancel **before the 3pm the day before** your appointment, **you will be charged a \$40 fee** that will not be covered by your insurance. If you have three no-shows, you will be considered for dismissal from the practice.

Prescriptions

If you need a refill on a prescription, please check with your pharmacy or on your bottle first to see if you have refills on file. For most routine medications, taken daily, you will be given refills for one year. Refills for most controlled substances may be given for up to six months, but **please note that prescriptions for controlled substances will require an appointment**.

We understand that there are circumstances where you are not able to make it to the clinic before your prescription runs out, and we will try to help you out as much as possible. Please be advised, we do not *have* to call in refills and certain medications will *always* require an office visit before refilling (such as pain medicine, ADHD meds, and weight loss drugs).

Lab work

We receive lab results on most tests within 24-48 hours. They will then go in review to the doctor, and we will call you with the results or have them posted on the Patient Portal typically within one week. If you are coming for follow up labs ordered by Dr. Crenshaw, you may come in Tuesday through Thursday between 8:30-10:30 without an appointment. For any other times, please call Alice first to check availability.