

## Policies, Procedures and Information for Our Patients

This information is intended to provide you with information on the practices of our clinic to improve your experience as our patient. We value your confidence in us as your medical provider and your satisfaction is extremely important to us.

**APPOINTMENTS**—Our provider's appointment schedules vary within our office hours, which are 8:00 am to 5:00 pm Monday-Friday. The lab opens at 8:15 every morning except Thursdays, when it opens at 9:00 am.

We also see patients on a call-in or walk-in basis; however, you should request these visits only if it seems likely you would be harmed by delaying your care. We strive to provide timely service consistent with your problem; therefore, one may wait longer in the event a sicker patient needs more immediate care.

**Fasting appointments** require 12 hours of nothing by mouth except usual medications and water or black coffee.

**Diabetic patients should not take their diabetic medication on the morning of their fasting appointment.** The primary reason to fast is to check cholesterol and blood sugar. Most other labs do not require fasting.

**COUMADIN**—Patients on coumadin **should not schedule lab on Fridays.**

If you do not receive a call from the office **within 24 hours** of your test, call the clinic for instructions.

**RESULTS**—For your good health, one should make an appointment to review results of lab, x-ray or other test results unless told otherwise by your provider.

**MEDICATIONS**—Please bring all of your medications to each visit with your provider. This is highly important to managing your care. Refills should be obtained during your visits and call in prescription refills are discouraged. The decision to call in a prescription lies with the provider and **may not be allowed** in some instances. Additionally, call in prescriptions **are not** guaranteed within 24 hours and a fee may be charged for prescriptions not associated with an office visit.

**PHYSICALS**—Exams for sports, employment, immigration, insurance applications and other administrative reasons are frequently not covered by insurance and shall be paid for at the time of service. We encourage everyone to keep a yearly visit with your provider for health maintenance such as cancer screening, blood pressure checks, cholesterol and diabetes screening and healthy lifestyle counseling. It is your responsibility to schedule this visit so we can help you stay healthy.

**INSURANCE**—Health insurance is a contract between you and an insurance company. Depending on your plan, we will ask for and expect payment at each visit. We will file your insurance correctly once. We will not re-file insurance that is appropriately filed the first time. It is your responsibility to ensure we have your correct insurance, address, phone number, etc. at every visit. Charges not covered by your insurance are your responsibility and prompt payment is expected. It is your responsibility to notify your insurance carrier concerning prior authorizations. **You must bring your insurance card each time you come to the clinic.**

**BILLS**— We send monthly bills to anyone with a balance due. **Patient due amounts are expected to be paid in full on receipt of billing.** It is your responsibility to ensure we have your correct address, phone number, place of employment, social security number and date of birth. **Failure to pay on your account in a timely fashion may result in collection agency referral and/or termination of care.** Please note that payments made for services rendered by Dr. Landrum will be processed under LSE Family Physicians, separately from Dr. Brandon.

**CHILDREN**—Children should be accompanied by a responsible adult while in the clinic.

**FOOD/DRINK**—Please do not bring food or drink into the office. There is a water fountain in the waiting room.

**PETS**—No pets are allowed in the clinic, but **certified service animals are welcome**. This does not include “emotional support animals.”

**SMOKING**—NO smoking is allowed in or on the property. This includes vaping and e-cigarette devices. We also discourage use of other tobacco products.

**CELL PHONES**—We ask that you respect others around you by keeping the volume to a minimum if you need to use your cell phone in the clinic. To protect your privacy and that of others, photographs, video and/or audio recording **IS STRICTLY PROHIBITED IN THE CLINIC**.

**COMPLAINTS**—If you have a complaint about the service you receive please notify either your medical provider or one of the clinic employees. You may do so confidentially by placing your complaint in a sealed envelope. Simply ask any employee for one. We wish to provide every opportunity to solve any problems you may experience at the clinic. If you require specific assistance with something, please make us aware.

**MIDLEVEL PRACTITIONERS**—We may have a nurse practitioner or physician’s assistant licensed to care for patients. These practitioners can care for many of your less complex problems in a more timely manner, but will always have immediate access to a doctor when necessary.

**PATIENT PORTAL**—Our online portal is a tool you may use to view results, request refills or appointments and ask questions. If you have an urgent matter you should call the clinic directly. If you have an emergency, you should always call 911.

**AFTER HOURS**—A physician or a mid-level practitioner is on call for phone support after office hours on nights and weekends. Should you have an urgent need or question you may call the office at 662-323-3162 for instructions.

**RELEASE OF RECORDS**— Copies of records may be requested by patients or guardians. There is a governmentally approved fee for this service and it shall be paid in advance. Records will be provided as quickly as possible within the federally approved 30 day window.

**WORK EXCUSES**—Work excuses and releases will be approved only by the medical provider and must be requested at time of visit when first needed. Retroactive excuses will not be approved.

**WORKERS COMPENSATION**—Medical care for workers compensation claims must be approved by the employer prior to your visit. If not, you shall be fully responsible for the bill at the time of service.

**MOTOR VEHICLE ACCIDENTS**—Motor vehicle insurance is always the first payor in motor accident visits, and we **do not** file claims to car insurance carriers. Therefore, you must pay for your visit and submit your receipt to the car insurer for payment.

**CONTROLLED MEDICATIONS**—Treatment of chronic pain, attention deficit disorders, anxiety and/or insomnia will be determined at the discretion of the provider. **Medication is not guaranteed**. Visits, drug screens, and compliance with contractual agreement are required.