

Valley Internal Medicine & Family Care

New Patient Information

Welcome to Valley Internal Medicine & Family Care! We are pleased to be provided the opportunity to assist you in your healthcare. Internists specialize in the sick and well care of individuals Children and Adults, new born and older. Our goal is to provide high quality healthcare with an emphasis on preventive and primary care services. Our office manages medical conditions such as blood pressure, diabetes, heart disease, thyroid disorders, as well as various other acute and chronic medical conditions. The Internal Medicine and Family Care team will provide patient education, arrange for testing, prescribe and manage medications, and will refer to specialists when indicated.

The goals of this handbook are to answer introductory questions about our practice, review policies and procedure, and provide names and telephone numbers of staff members available to assist you.

On your initial visit to Valley Internal Medicine & Family Care, we will meet with you and answer any questions you may have about your new patient paper work. We encourage our patients to go over the handbook, policies, and discuss the services we have available for management of your health.

Valley Internal Medicine & Family Care Staff

Providers:	Ivan Pivovarov, M.D. Board Certified in Family Medicine Jennifer Beatty, N.P.
Office Manager:	Firyad Hakim
Billing Specialist:	Shasta Thomas
Clinical/Nursing Staff:	Toni Davis & Kristi Cole
Front Staff:	Brittini Mcmunn

BUSINESS HOURS:

8am to 4:30pm, Monday through Friday (Closed from 12pm to 1pm for lunch)

We are closed on all major holidays.

TELEPHONE NUMBER:

256-686-4567

FAX NUMBER:

256-686-4565

What do I need to bring to each appointment?

Please bring your insurance card to each appointment. Your insurance and demographic information (name, address, etc) will be verified at each visit. We appreciate your cooperation and patience with this process. Co-payments are also expected when you

check-in. Bring all of your prescription medication(s) in their original bottles or a list of all medications and doses. This will allow your provider to review your medications to be certain you are taking them appropriately. You should also bring any over-the-counter vitamins or supplements, as these may interact with other medications you are taking.

Medication Refills:

Please call your pharmacy if you need refills of medication. Once you have called your pharmacy, please do not call the office. The request will be dealt with as quickly as possible.

We require 2 business days' notice when requesting a refill. It can take this long to obtain approval from your doctor. Please plan accordingly, taking holidays and weekends into consideration. **PRESCRIPTIONS WILL NOT BE REFILLED AFTER OFFICE HOURS, ON FRIDAYS OR ON WEEKENDS.**

Patient calls and refill request will be taken Monday – Thursday from 8:00am to 4:00 pm. Requests received after 4:00pm will be addressed on the next business day.

There are some medications that may require pre-approvals (PA's) by your insurance company. These PA's are faxed to our office from your pharmacy, where we fill them out and fax them into the insurance company. A response is usually received within 24-48 hours and will be sent directly to your pharmacy. Once PA's are faxed in, our office can do nothing to speed up the process nor can we make changes to the prescription at this time. Calls regarding medication PA's should be limited and directed to the nursing staff.

What do I do if I think I may need antibiotics?

Please call the office to schedule an appointment. For your own safety, antibiotics are generally not prescribed over the telephone.

How am I informed about my test results?

You will be contacted within 5-7 business days of your test results. If you are not contacted within 7 days, please call the office.

Compliance Contract:

The purpose of this contract is to make clear our expectations regarding appointments and behaviors. There are certain behaviors and/or actions that will not be tolerated by our office. First, we will not abide threatening words or acts. Our "zero tolerance" policy states these are grounds for immediate dismissal from this practice. Second, we can understand that problems, concerns and questions come up which require our attention.

We ask that you call the office and leave a detailed message for the Office Manager. Messages are answered as quickly as possible.

BILLING & INSURANCE POLICIES

Cancellations and “No Shows”

Please provide 24 hours notice in the event you should need to cancel your appointment. We ask this because we have an overabundance of patients on cancellation lists that desperately need to be seen, but cannot be, as there are no appointments available. By calling and canceling, we are able to offer your time to someone else in need.

A “no show” is any appointment to which you did not come and did not call to cancel. Our office policy regarding this subject states that any patient who “no shows” will be charged a \$30.00 fee and if you “no show” three (3) appointments in one year, you will be dismissed from the practice.

Co-payments

There are several commercial insurance companies whose plans have co-payments. This is an agreement between you and your insurance company and are not conditions determined by this office. These co-payments are due at the time of service with no exceptions.

Delinquent Accounts

After your insurance has paid, the remaining balance on the account, if any, will become your responsibility. If the balance is not paid in a timely manner you will be asked to meet with our office manager. The scheduling of future appointments is contingent upon the results of this meeting. Unpaid accounts will be referred to an outside source for collection. Any unpaid balances, including bankruptcy, may lead to your dismissal from the clinic.

WHOM DO I CONTACT?

Appointments

The front office staff schedules office visits and post-procedure/ tests follow up appointments for Valley Internal Medicine. They work very hard to accommodate everyone. If they are not readily available, please leave a message and your call will be returned promptly.

Scheduling Referrals and Procedures

The front office staff also schedules all referrals and procedures. Again, they work very hard to accommodate everyone. Some procedures require pre-authorization from your

insurance company. One of our Billing Specialists can advise you if this is required through your particular plan.

Medical Records

Medical records are the property of Valley Internal Medicine. It is our responsibility to keep them safe. Copies of medial records are NEVER released without a signed authorization from the patient or legal guardian. A fee will be charged to you when medical records are requested for personal use or to be sent to third parties (i.e., attorneys, insurance, disability or other sources). However, no fee will be charged if sent directly to another provider for continuing care.

Nursing

Please feel free to call Toni our Medical Assistant with any questions you may have about your healthcare, leave her message and your call will be returned as soon as possible. As mentioned above, all calls will be answered in order of priority.

Management

Firyad Hakim is the Office Manager and Administrative Director. He is available to our patients who have unresolved issues surrounding their finances or medical records or who wish to report a grievance with Valley Internal Medicine's staff members.

We hope this booklet will be used as a guide to help you navigate through our clinic's policies and procedures. Again, if you have any questions, please feel free to call us. We welcome you to Valley Internal Medicine!