



# French Family Practice

## Office Policies

### Office Hours

Our office is open Monday – Wednesday from 8:00 am to 5:00 pm and on Thursday and Friday from 8:00 am to 12:00 pm. Our office can be reached at 256-715-5001. If you have an urgent medical need after hours, you can reach the on call physician by calling our main number.

### Appointments

Your time and health is very important to us. To ensure timely and quality care, you may be asked to reschedule if you are more than 10 minutes late to your appointment. We ask that you give at least 24 hours notice if you cannot keep your scheduled appointment. Any appointment canceled or rescheduled less than 24 hours prior to appointment time may be subject to a \$25.00 fee.

### No Show Policy

A “no show” is when someone misses their scheduled appointment without canceling or rescheduling within 24 hours in advance. Unlike many offices, we do not double book appointments in anticipation of no shows. Therefore, the failure to arrive to your scheduled appointment will result in a \$50.00 charge. No Show fees are required to be paid in order to schedule any further appointments. More than one no show may result in termination from the practice.

### Calls/Messages

We strive to respond to every phone call and message as soon as possible. Please allow 24-72 business hours for a response. Please do not call multiple times or leave multiple messages as it greatly impacts the response time. Any message received after 4:00 pm may not be addressed until the following business day. For any urgent or life threatening issues, please call 911 or go straight to the nearest ER.

### After Hours Calls

If you have an urgent medical need outside of normal office hours, you may reach the after hours service by calling 256-715-5001. Calls to the after hours service may result in a \$25 fee that is not covered by insurance. Any non-urgent calls received will not be addressed until the following business day.

### Insurance

French Family Practice accepts most insurance plans. **French Family Practice does not accept United Healthcare, Tricare Prime, Cigna Healthsprings, or Medicaid.** It is the patient’s responsibility to inform our office of any changes to insurance. Failure to do so may result in a delay or denial of insurance payment. Patients are responsible for any co-pays or co-insurance payments at the time of the appointment. Patients are responsible for any amount that insurance does not cover.

### **Wellness Visits**

Many times, insurances offer a “free” yearly wellness visit. Insurance is very specific about what is allowed to be discussed during those visits. Chronic conditions, acute conditions, and medication refills typically are not included and must be discussed during an office visit. Office visits are subject to any co-pay or co-insurance amount and is due at the time of the service. It is the patient’s responsibility to verify and understand their insurance benefits prior to an appointment. Please ask the office staff if you have any questions regarding your visits.

### **Payments**

French Family Practice accepts cash, personal check, Mastercard, Visa, Discover, and American Express. Checks can be made out to French Family Practice. All co-pays, co-insurance amounts, or self pay amounts are due at time of service.

### **Forms/Letters**

We understand that health forms may be required by insurance, employers, school, etc. We ask that you schedule an appointment to have these forms completed. Any forms not completed at an appointment will result in a \$25.00 form fee. Please note, more extensive forms may not be able to be fully completed at your office visit, and you will have to pick those up at a later time.

### **Medical Records**

You may request copies of your medical records in writing. Once written authorization is received, French Family Practice will happily transfer your records to the physician of your choosing, free of charge. Patients may pick up hard copies of records, though there will be a charge of \$5.00 for the first 25 pages, and \$0.25 for each additional page.

### **Prescription refills**

French Family Practice makes an effort to ensure patients are given their refills at their appointments. If you are needing a refill outside of your scheduled appointment time, we ask that refill requests are submitted at least one week prior to the prescription running out. Please allow 24-72 business hours for refill requests. Our office will notify you if there are any issues with your refill request. An office visit may be required in order to receive refills. Please note, French Family Practice does not prescribe or refill any narcotics or controlled substances.

### **Inclement Weather**

If our office must close due to inclement weather, we will contact you regarding your appointment by approved methods (phone call, text message, portal message, or email).

### **Patient Portal**

We welcome all of our patients to join our patient portal. You may message the staff directly or view your test results. Please allow 24-72 business hours for a response to messages. Any message received after 4:00 pm may not be addressed until the following business day.