



Welcome to Grandview Family Medicine!

We want your experience with our office to be as pleasant as possible.
Please take a minute to review our office policies.

To help facilitate the doctor seeing you and our other patients in a timely manner, please observe the following:

- When calling to make an appointment, please mention all of your concerns to the receptionist. This will enable the receptionist to schedule the appropriate amount of time for your visit. A separate appointment must be made for each person you would like to be seen even on the same day. We will do our best to schedule family members together. Each patient seen will be billed separately for their visit.
- When you arrive at the office, please sign in with the receptionist. Please notify her of any changes of address, telephone number, insurance coverage, etc. at this time.
- Please limit your appointment to the concern you made the appointment for. A normal appointment is scheduled for 10 minutes with the doctor, consisting of one concern. If you have multiple concerns, please let the receptionist know so she can schedule additional time.
- Please be on time to your appointment. It does help our office if you will arrive at the time of your appointment. If you are over 15 minutes late, we may ask you to reschedule your appointment.
- If you are unable to keep your scheduled appointment, please call and cancel or reschedule as soon as possible. Physicals, procedures, and well child checks require a 24 hour cancellation notice.
- After three consecutive missed appointments, we will no longer be able to provide medical care for you or your family.
- Any outside referrals, ultrasounds or lab work is not billed by this clinic, and is the patient's responsibility.

Co-pays are due on the date of service. This is an agreement made between the patient and the insurance company. **If you are unable to pay your co-pay by 7:00 pm on the date of service a \$10 billing fee will be applied.**

For self-pay new patients Grandview Family Medicine will provide a self pay discount on the amount due for the office visit. The total amount is due on the date of service.

All accounts that have an owing balance after 30 days are assessed a monthly handling fee of 1.5% per month and 18% per year of total balance. Financing is available through Merchant Services as a monthly expense.

Our office bills the insurance company as a courtesy to you. Please keep in mind that the contract with your insurance company is between you and the insurance. You are responsible for any balances not paid by your insurance company.

Thank you for allowing us to serve you. Please feel free to make any suggestions on how we may improve our service to you.