



HOW TO PREPARE FOR YOUR NEW PATIENT VISIT

Your first visit will be for consultation only. Please arrive 5 to 10 minutes prior to your appointment time. Our nurse will call you prior to your visit to obtain/update your health history information. This will include current health conditions, past surgery, family medical history as well as current medications and allergy information.

WHAT TO EXPECT AT YOUR NEW PATIENT VISIT

At check in you will be asked to provide your current insurance card and photo identification. Also be prepared to pay any copayment/coinsurance amount required by your insurance carrier.

You may also be asked to make payment on any outstanding balances you may have at other Oconee Physician Practices (OPP) sites.

If a surgery or procedure is scheduled, you may be asked to make a deposit (due prior to surgery/procedure) to cover insurance deductible/coinsurance amounts.

If you are a surgical candidate or are referred for endoscopy and wish to proceed with surgery/procedure, these may be scheduled during your visit. Follow up/post operative visits will also be scheduled at that time.

Surgery days are Mondays and Wednesdays and Endoscopies are performed on Thursdays at Oconee Medical Center (OMC).

If further diagnostic testing is required, these will be scheduled at the time of your visit and a follow up appointment scheduled to discuss results.

Breast Care Center patients are scheduled on Tuesdays starting at 9:00 a.m. The Center is located within the Radiology department at OMC.

Appointments are also available at the Oconee Multi-Specialty Clinic, located in Clemson, on Tuesday mornings from 6:30 a.m. until 8:00 a.m.

Pain medication prescriptions will be given post-operatively only and refills are closely monitored.

OFFICE COURTESIES

If you need to cancel an appointment please call our office 24-48 hours prior to your scheduled appointment. This will allow an opening for the physician to see other patients that may be in need of an appointment.

You can reach office staff Monday through Thursday from 8:30 a.m. to 12:00 p.m. and 1:30 p.m. to 5:00 p.m. Friday from 8:30 a.m. until 12:00 p.m.



Welcome To Our Practice

We would like to take this opportunity to welcome you to our practice, and look forward to the privilege of meeting your health care needs. Please don't hesitate to let us know at any time if we are not meeting your needs or if you have questions. We have a satisfaction survey that we would like for you to complete after your visit. This will allow us to know how we can better improve our service.

As a member of Oconee Physician Practices and an affiliated health partner with Oconee Medical Center; we are dedicated to providing high quality health care. We are a local non-profit medical group sponsored by the hospital. As a result, any bill you receive from us will have the name of **Oconee Physician Practices** as well as your physician name versus the name of this individual practice location.

For your convenience, you may pay any open balances from other practices affiliated with Oconee Physician Practices at any of our locations.

Please find below a list of all our practices:

Between the Lakes Primary Care
Blue Ridge Women's Center
Clemson-Seneca Pediatrics
Keowee Family Urology
Mountain Lakes ENT and Allergy Center
Mountain Lakes Internal Medicine
Oconee Heart Center
Oconee Kidney Center
Oconee Multi-Specialty Clinic
Rheumatology Consultants
Seneca Medical Associates
Upstate Family Medicine
Upstate Surgical Associates



FINANCIAL POLICY

COLLECTION OF PATIENT AMOUNTS DUE

Insurance companies require that we collect any co-pay or co-insurance amounts at the time of service. We will collect the co-pay amounts at the time of check-in to avoid a wait at check-out. All co-insurance amounts will be collected at the time of check-out. Please understand that you will be responsible for any amounts not paid by your insurance company. OPP also offers a 20% discount to uninsured patients if the balance is paid at the time of service or within 30 days of the visit.

We understand that temporary financial problems may effect timely payment of your balance. We encourage you to communicate any such problems so that we may assist you in the management of your account.

We understand that there may be special agreements between parents regarding a child's medical expenses. However, the parent that brings the child in for a visit is responsible for making payment on that date of service.

PRESCRIPTION REFILL REQUESTS BY PHONE

We will generally need to see an existing patient back in the office prior to calling in a prescription. However, in rare cases where it's appropriate to write the prescription, there will be a \$15.00 charge in order to cover operating costs. This is not generally covered by your insurance.

DISMISSAL OF PATIENTS FOR FINANCIAL REASONS

Patients can be dismissed from the practice for a number of reasons, including the following financial situations:

1. Collection Agency Turnover will result in a dismissal from the practice if a patient fails to pay his or her balance within thirty days of turnover.
2. Expedited dismissal occurs when a patient is not honoring his or her financial responsibilities.

All patients should be given at least thirty days notice before being dismissed from practice unless instructed otherwise by physician.

This notice is yours to keep.