

Dear Patients,

At IM Health, we dream of a better way to help people live longer, happier, and healthier lives, endeavoring to maximize our patient's "health span". This all starts with the keystone of our practice: the Doctor-patient Relationship. This beneficial relationship is only possible with your help. In order to provide you with the very best service and focus on medical issues, please review the following practice policies:

Insurance

Please bring your insurance card to EVERY appointment and be familiar with your insurance benefits. This will avoid time and cost to both you and the practice.

On Time

Please be on time for your appointment! We endeavor to give every patient the time you need with our providers. If you are late, the providers fall behind and other patients have to wait. If you are running late, you may be asked to reschedule.

Broken Appointments / No shows

We do not overbook appointment slots. When an appointment is broken without 24 hours' notice, you deny another patient access to medical care and cost the practice significant revenues. A comprehensive explanation of our policy is provided on our website.

Prescription Refills

If you are out of prescription medication, it is usually because you are due to follow up with the doctor to discuss medication and do blood work. Please schedule an appointment before you run out of medications. For those patients who have mail order prescription plans, allow plenty of time for shipping. If you do need a refill, please leave a message on our refill line and allow 48 hours for the doctor to review and process the refill. If your medication is prescribed by a specialist, please contact that office for the refill.

Referrals

If your insurance plan requires our office to process referrals, please allow at least 48 hours for the referral to be handled. Please provide us with the NPI (National Provider Identification), diagnosis code, specialist's name and office number. If you do not have this information, please retrieve from the specialist's office before contacting us. Without this information, the referral cannot be processed.

Copayments

All co-payments are due on the day of service as per our contract with your insurance company. Many plans require no co-payments for preventative care, however, if you discuss any acute issue, besides wellness, (sleep concerns, back pain, allergies etc.) during your preventative visit, your insurance may require that we collect a co-payment. You may elect to schedule a separate appointment to discuss this other issues.

Procedures

Many insurance benefits do not allow us to perform certain procedures on the same day of service as an office visit. For instance, if you are here for your preventative visit, we cannot do cryotherapy or excisions at that same visit. You will have to schedule an appointment for another day. This includes a physical exam and gynecological appointments; insurance companies do not allow us to do these on the same day.

Credit Card

We collect credit card information from all our patients. Please be assured that, just like your medical records, all information is kept confidential and retained in a secure section of your account. You are responsible for payment of copays, co-insurance, deductibles, and all other procedures or treatment not covered by your insurance benefits and are due after insurance(s) have responded. The credit card on file will be billed by the IM-Health Billing Representative and you will be mailed a receipt.

Thank you for helping us be timely, efficient and most importantly, to provide the best health care possible.

