



## Welcome to Active Family Healthcare!

*We are very excited that you've chosen to join our clinic. We pride ourselves in being a different option in healthcare for our fellow Idahoans. Your care and satisfaction are our top priority.*

*Our team is highly trained, well educated, friendly, and available to serve your every need. Our goal is to make sure your time with us is as pleasant as possible.*

*We appreciate the opportunity to take care of the health needs of you and your family. We look forward to your visit with us.*

Megan Reed, FNP

Jennifer Fletcher, FNP, Owner



## **WELCOME**

The goal of this office is to provide the best possible medical care in a timely manner and in a pleasant atmosphere. If you have any suggestions how we might improve on this we appreciate any input you might have. In order to provide the best possible care in the timeliest manner for our patients, the following office policies have been established.

### **Appointment Policy**

Every effort is made to remain on schedule. In order to keep the schedule on time, being more than 15 minutes late for an office appointment will mean cancellation for that appointment and rescheduling at a later date. You will only be evaluated for the problem you are scheduled for, another appointment will have to be made to address other issues unless time allows.

- If you miss a new patient appointment twice and do not notify the office, you will not be rescheduled unless you pay a rebooking fee of \$50.
- Established patients may be charged a \$50 No Show fee if the office has NOT been notified of the need to cancel an appointment 24 hours prior or showing up 10 mins late.
- Repeated No Show will result in being discharged from our office at provider's discretion.

**Walk-In Appointments** are discouraged as they create a scheduling conflict. We ask that you please call first so we can advise you on the best approach to ensure appropriate medical care.

**“Nurse Only” Appointment** - Most appointments are scheduled only if you have an order in your chart to have a service provided that they have already addressed ( i.e. Blood Draw, Injection, Immunization)

**Emergencies/ After Hours** - If you have a life threatening emergency, please call 911 or go immediately to the nearest Emergency Room. If you feel this is an urgent matter that is NOT life threatening, and can't wait until the next business day, you can call our on-call provider **208-651-5101**.

**Wellness** - Typically we would like to see you once a year for a yearly check up, most insurance cover with no added Co Payment. If you have medical concerns or complaints in addition to wellness, your provider may charge a regular office visit and you will be subject to pay a copay or deductible.

**Financial Information** - The financial responsibility for services rendered rest with the patient or responsible party, regardless of any insurance coverage. We see a variety of different insurance plans, it is impossible for us to know all the covered benefits, copays, and deductibles for each individual plan. While it is our intention to assist you, it is still your responsibility to ensure that all services rendered are paid in full. We will bill all health insurance companies that we are contracted with as long as you provide the correct billing information (a copy of your most recent updated card to keep on file in the clinic). Co-Payment is due at the time of service however, if you do not have a copay listed, you are required to pay \$30 at the time of service. We suggest you call your insurance company's customer service phone number that is located on the back of your insurance card. It is your responsibility to check your coverage, make sure you have us listed as your PCP (primary care provider) and be sure our office is contracted with your insurance company. Please provide our office with UPDATED insurance information, if we bill old insurance information, a re-billing charge might apply.

If you are having our providers complete any “form” for you , be sure your portion is filled out and signed, additional charge for paperwork may apply. When referring you to a specialist and your insurance requires a special referral for prior authorization, please inform us before we schedule that appointment.

**Nonsufficient Funds/Collections Account** - We attempt every effort to work with you to make some type of payment on past-due accounts. We send reminder letters and final notices before sending them to collections. All nonsufficient funds will be subject to a \$20 fee. If your account is turned over to collections, you can become a patient again if balance is paid in full and your provider allows re-admission into practice. Our hope is not to let it go this far and have good communication on a payment plan.

**3rd Party Claims** - If you are involved in a civil suit, auto, home or business owners accident and are seeking payment for the responsible party, we expect payment at the time of service. We do not bill the responsible party's insurance or attorney for your service in these situations due to the length of time it takes to settle these claims. We will provide you a copy of your statement so you can fill the responsible party.

**Patients without Insurance Coverage**

If you do not have insurance, payment at the time of service is required. Short-term payment plans are available but must be requested prior to the services being performed. When payment plans are instituted, no discounts apply.

**Medical Records Policy**

A charge of 50 cents per page for transfer of care whether it is faxed or hard copy given. If you would like records to be mailed it is additional \$10 for postage.

**Prescription Refills Policy**

We require 72 hours for prescription refills to be processed, please allow up to 1 week with controlled medication refills. We request that you call your pharmacy first and ask them to send the request electronically. If you use a “mail-in” pharmacy, we request you provide a completed fax form for us to send. Please call your pharmacy to check if the process has been completed. If you decide to change pharmacies after we already sent a prescription through, we ask that you call the pharmacy you wish to switch to and they will call the pharmacy and have it transferred to them.

**Telephone Call Policy**

EVERY PHONE CALL IS IMPORTANT to us and we will attempt to answer your calls and return your messages as promptly as possible. If it is a life threatening situation, please hang up and call 911 or go to your local emergency room. If your call is a true urgent matter, we will make every effort to respond immediately. Please allow 24 hours for non urgent calls. If non-urgent calls are received after 4 pm, they will be returned the next business day. Please be aware that the providers will not leave their scheduled patients to return routine phone calls; these are generally answered after patient care sessions are finished. Good medical care cannot always be accomplished over the phone, so we may advise you to schedule an office visit to discuss your concerns, problems or test results. We do encourage you to leave a detailed message with name and date of birth. WE DO check voicemails frequently throughout the day.

**Laboratory and Other Ancillary Service**

Labs are billed through a separate company. Active Family Healthcare is not responsible for checking your insurance coverage for labs, pathology and ancillary tests. Please be sure to check with your insurance company ahead of time.

### **Services Provided to Minors**

During your absence, your child may suffer an illness or injury that requires medical attention. To ensure that your child will get the necessary attention as timely as possible, you should complete a “Consent to treatment of a minor” Form. This form gives Active Family Healthcare permission to treat your child if the need arises. If we do not have this on file, we would need a verbal permission that is witnessed by 2 people for us to treat without an appropriate guardian present. We cannot do any vaccinations without parent authorization and signature. In Idaho minors (under age 18) are allowed to set birth control, get sexual and reproductive care without parents permission.

As a courtesy to others and our Active Family Healthcare Staff & Team, please do not leave unattended children in the clinic, keep your cell phones and phone calls on SILENT in the clinic and during appointment. Please leave guns or knives in your vehicle.

*Thank you for reviewing this information carefully and for your cooperation, we look forward to meeting you!*

*Thank you,  
The Active Family Healthcare Team*