



### **Office & Financial Policies**

Thank you for choosing Madison Primary for your health care needs. In an effort to make your transition to our practice as smooth as possible we have the following policies that we request you read & sign. Please feel free to seek clarification on any of our policies. Dr. Bodla strives to provide his patients with the highest level of customer service. Dr. Bodla appreciates and welcomes your feedback to improve services or address any personal concerns regarding your medical care or office experience.

#### **Madison Primary Care Providers:**

- Adeel A. Bodla, MD
- Janet Phillips, CRNP
- Fakhra Ahmad-Bodla, CRNP

**Our Mission:** Our primary mission is to provide our patients with the highest quality of health care within the scope of our specialty – Family Medicine.

**Office Hours:** Monday – Friday 8-5pm with Lunch from 12-1pm. Extended or after-hours appointments can be made by appointment. Call 911 in the event of any life-threatening emergency. An after-hours answering service is always able to contact the on call provider for urgent issues. We welcome you to use this service anytime you have serious concerns or questions. They can be reached at 866-388-0798. Please use our regular business hours for all non-urgent issues. Friday appointments are generally restricted to sick visits, urgent medication refills and abnormal lab/imaging follow up.

**Messages:** We strive to return patient calls on the same day. Non-urgent calls will be returned within 48 hours.

**First Visit:** New patient forms are available online on our website, via our patient portal or at the front desk of our office. We ask that you complete & submit these forms at least 48 hours prior to your appointment time via the portal, fax or in person. Failure to submit forms in advance may result in the office rescheduling your first appointment. We ask that you arrive 20 minutes before your appointment to complete the registration process. You may also have prior records sent to us by completing a release of medical records.



**Annual Wellness Exams:** Madison Primary Care will schedule all new patients for their annual wellness exam after their initial office visit and initial follow-up visit. Many insurance companies encourage such visits & will waive your deductible or co-pay. Many insurances dictate that if any problems are discussed, or prescriptions are generated from this wellness exam, your co-pay or deductible will then become due. Wellness exams are to focus on health promotion activities, updating screenings and recommend vaccines. Please discuss your wellness benefits with your insurance & notify our office if such benefits are not available to you. Knowing the terms of your insurance is the patients' responsibility, and our office will make every attempt to answer any questions when possible.

**Controlled Substances:** Because we do not provide **chronic** pain management services with controlled substances or narcotics; any chronic pain needs or other medical conditions requiring long-term controlled substances treatment will be referred to providers who can better manage your healthcare needs.

**Insurance:** Insurance claims will be filed for you as a courtesy. If you have a deductible, which has not been met, or your insurance deems your visit as a non-covered service you will be responsible for the balance. The terms of your insurance policy are between you and your insurance company. There will be a \$25.00 charge on all returned checks. All co-pays or deductibles will be collected prior to your office visit. With all the variations in insurance policies we ask that you ***please be familiar with the terms and policies of your insurance plan. Any questions or problems with your insurance should be directed to your individual insurance company.*** Some insurance carriers require a Primary doctor be selected and certain laboratories to process your lab specimens. You must notify our staff of these restrictions.

**Appointments:** Time is valuable for all of us & we want to give you and your health issues our utmost attention Therefore if you arrive more than 20 minutes late for your appointment, you may be asked to reschedule in order to be fair to the other patients who arrive on time. We ask that you kindly give at least 24 hours notice when cancelling or rescheduling an appointment. **We will charge \$25.00 for missed appointments; or appointments canceled or rescheduled within 24 hours of your appointment.** By failing to cancel or re-schedule your appointment three or more times we will respectfully ask you to find another health care provider.

At this time we do not offer "walk-in" appointments. However, we do have several slots during the day for same-day and urgent problems. Please call early in the day so we can accommodate your needs. We will make every effort to see you on time & also ask for your understanding in the event we are running behind schedule as unforeseen emergencies and complex patients may warrant additional doctor time in the clinic & hospital. Our staff is committed to keeping you informed of delays and giving you options to manage your valuable time.



**Health Forms & Records:** We understand that health forms are required by many schools, employers & government agencies, and we will be happy to fill these out during your appointment for a \$25 fee. Lengthy forms may have to be completed and picked up later. Similarly, any form completion requested outside of an office visit will be subject to a \$25.00 charge. Some forms may require an office visit with one of our providers for completion.

In order to insure accuracy & safety of your medical information, all of our medical records are in digital format. Copies of your medical records are available to you with a signed medical release. We do not charge for doctor-to-doctor medical record fax transfers. However, to cover costs we do charge \$1.00 per page for personal copies of records, or any documents that are printed.

**Identification:** All patients will need to bring their current drivers license or photo ID and an updated insurance card to each appointment. We depend on accurate information to file your insurance claim. Incorrect information can result in the denial of your claim. To protect your privacy, employees are requested to seek secondary identification from all patients in person and over the phone, and we ask for your cooperation in this verification process.

**Inpatient Care:** We believe in continuity of care & Dr. Bodla makes every attempt to admit his own patients to Madison Hospital and Crestwood Hospital. Although he is credentialed at Huntsville Hospital, distance and travel does not allow him to admit at all hospitals. At any time Dr. Bodla is unable to admit you to the hospital himself, your care will be transitioned to the on call hospitalist.

**Patient Dismissal:** We sincerely hope that we never have to part ways with a patient. However, extreme circumstances may make this necessary. If this occurs, you will be notified by certified mail. You will have 30 days to find another doctor during which we will continue to offer urgent care services only.

Having read the above, I agree to abide by the policies set by Madison Primary Care. I realize that all charges incurred by me and my dependents are my financial responsibility and all court fees, attorney fees, or other fees necessary to collect any past due balances are my responsibility. Failure to follow these policies could result in my dismissal as a patient. I confirm that the information that I have provided is true and correct. I have signed these policies of my own free will.

Patient/Guardian Signature: \_\_\_\_\_ Relationship: \_\_\_\_\_

Printed name: \_\_\_\_\_ Date: \_\_\_\_\_