



RAU FAMILY MEDICINE

Dear Patient:

Welcome to Rau Family Medicine. We would like to take this opportunity to welcome you to our practice. This letter contains answers to some of the most commonly asked questions by patients entering our practice. We hope you will find this information useful.

Our office hours are Monday through Friday from 7:00AM – 5:00PM. Our office phone number is 812-378-7474. In the event of an emergency outside of our normal business hours patients may call Columbus Regional Hospital at 812-379-4441 and they will contact the doctor on call for you.

At Rau Family Medicine we practice preventative medicine as well as caring for your chronic and acute medical needs. Our practice philosophy is to try for early detection, early intervention and prevention. Regularly scheduled office visits allow us to better assist you in identifying and managing any chronic health problems you may have. We believe this is in your short and long-term best interest.

Being proactive about our health care can often help us prevent and/or prolong the onset of future health problems as we age. We firmly believe, and our experience has shown it to be true, that those patients who are consistent in keeping their appointments have fewer episodes of acute illness, difficulty with unstable chronic illnesses, and generally continue to enjoy better health overall.

We utilize an automatic calling system that will call you 48 hours in advance of your appointment. We do understand that in today's busy world occasionally situations come up that are beyond your control. In those instances, we do request you extend us the courtesy of a 24-hour notice. This courtesy allows us to continue to operate efficiently and use the time that was reserved for you to help other patients in need. It is our policy that if you miss or call within the 24 hour appointment time three within a one year time span you will be discharged from the practice.

For the benefit of our patients we are contracted with several insurance carriers as a provider. You will want to check your benefits booklet or with the benefits department of your employer to verify if our physicians are listed as providers within your network. As part of our contract with the insurance companies we are legally required by the terms of the contract to collect any co-pays or deductibles from you at the time of service. We do ask that you be prepared to pay your co-pay at the time of check in and your account may be assessed a \$25 charge if payment is not received. Failure on our part to collect

these monies can result in cancellation of our provider contract. Patients who do not have insurance coverage will be expected to pay at the time of service. A \$60 deposit will be collected before seeing the physician. Your balance will be reconciled at the time of checkout. We do offer a 25% discount for same day payment of services. For your convenience we accept Cash, Check, MasterCard and Visa.

It is our desire to have a mutually respectful relationship with our patients. As part of the relationship we expect our patients to maintain a good credit rating with our office. Failure to pay for medical services delivered in good faith will cause a patient's account to be turned over to an outside agency for collection. Should collection proceedings be required to collect an outstanding debt you will be responsible for all additional expenses incurred to collect the debt including the collection agency fees and any associated court costs. Should this become necessary you will also be discharged from the practice. If you should ever decide to file for bankruptcy proceedings against an outstanding debt owed to Rau Family Medicine it is the policy of our practice to withdraw as a health care provider giving legally required notice.

If you have any questions or need further clarification of our practice philosophy or our policies, please do not hesitate to contact our office for assistance.

In a sincere effort to maintain patient satisfaction while honoring the need to maximize effectiveness and efficiency of our work processes, we have implemented procedures which we hope will let us provide you with the best quality medical care we can.

If you have tests ordered or blood work drawn at our office we will contact you for a follow up appointment with us after your tests results are received. If you have any concerns after you've had the tests done and we have not contacted you, please call us.

Please make a complete list of all medications that you are currently taking and bring it with you to your first visit. For all subsequent visits we will provide you with a current list of medications for your review at each follow up visit. Our front office staff will also review your demographic and insurance information with you at each visit to ensure that we maintain your correct information on file. This allows us to be able to submit your claim to insurance in a timely manner.

Please evaluate your medication supply prior to your office visits and try to correlate all refills with your scheduled appointments. Should refills be requested after a visit they will only be authorized if the physician determines there is an extenuating circumstance warranting a refill outside of the timeframe of a scheduled office visit. In those situations the refill will only be performed during normal office hours and will require a 48 hour turn around time. When you call please have the following information ready: patient name and date of birth; prescription name and number; pharmacy name and telephone number. Please check at the pharmacy after 48 hours-do not recall our office. We will only call you back if there is a problem with refilling your request. If you utilize a mail in pharmacy we will write the prescription, but it becomes your responsibility to mail it in.

Please allow 5-7 working days for the completion of any forms, prior authorizations, or letters. Please be aware that any form brought by to be completed may need a visit.

There is a standard fee for any form completion including FMLA. This amount is per form and based on the number of pages per form. This amount is due at the time the forms are submitted to our office. We do not charge for prior authorizations.

Your medical records are strictly confidential. The Health Information Portability and Accountability Act (HIPAA) restricts us from releasing any information without your written permission.

There may be times when you may request that we provide copies of our records on you to other entities. We do incur an expense to provide you with this service and that cost will be passed on to you. Our fee for copies is \$10 that includes copying up to 10 pages. There is a \$0.50 charge for each additional page plus postage cost. If the cost for the copies is not reimbursed by the receiving entity that you have authorized to obtain these records you will be responsible for payment before the records can be released.

Thank you for allowing us to assist you with your health care needs.

Sincerely,

Rau Family Medicine