



Office Policies and Patient Information

Dear Patient,

We are pleased that you have chosen to be a consumer of direct care. Our goal is to provide you with quality, timely, personalized medical care. We hope this document explains our office policies and procedures. This document contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. The procedures, practices, and policies described here may be modified or discontinued from time to time. We will try to update this document as changes occur. All policies and practices may be changed at any time by Rebecca L. Simon MD. If you have any questions that are not answered in this document, please ask us personally.

Office Hours:

Our office hours are Monday by appointment only. Tuesday, Wednesday, Thursday 9:00am to 5:00pm and Friday from 9:00am to 12:00pm. Other hours available for urgent needs.

We are closed all major holidays and for two separate weeks of vacation throughout the year which will be posted at least one month prior to these dates.

Please check KHOZ and our website for announcements regarding clinic closing in inclement weather. Patients should call the clinic before coming in during inclement weather.

After Hours:

To provide 24-hour access to a physician, there is a cell phone number (870-410-4780) provided on the answering machine of the clinic which will be answered/returned by a physician. The after-hours number is to be used for urgent issues that truly cannot wait until regular office hours. If you have an emergency, you should call 911 or go directly to the nearest emergency room. Non-emergent referrals will not be given and abuse of the emergency room for non-emergent issues could result in dismissal from practice.

The after-hours number is not to be used for any refill requests.

Your Privacy:

Our office is committed to protecting medical information about you. Please do not take offense if we request additional information to ensure your identity and security. A copy of our Notice of Privacy Practices is posted in the waiting room, on our web site, and available upon request.

New Patients:

We ask that new patients stop by our office prior to your appointment and pick up a new patient packet or download them from www.simonclinic.com so that the completed forms will be available prior to your first visit. We also ask that you arrive 10 minutes early for your first appointment so we can make sure we have all your information entered.

Please bring any immunization records, previous medical records, and all current medications with prescribing physician with you to your appointment.

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New patients who do not show for the first appointment may not be allowed to reschedule.

Appointments:

Please contact our office to schedule appointments. We see patients by appointment only but will do our best to accommodate urgent care on the same day when possible. Please give accurate information when scheduling your appointment so proper time can be allocated. If it has been a year since your last checkup, call for a complete preventative exam.

Children should be scheduled for periodic exams to monitor their growth and development and keep track of their immunizations.

When you arrive for your appointment, please register with the receptionist. It is your responsibility to notify staff when there have been any changes to any of your demographic information (address, phone, name, insurance, etc..).

Your time is valuable, and so is the doctor's. If you are going to be more than 5 minutes late to your appointment, please contact the office. If you will be more than 15 minutes late, we may have to ask you to reschedule your appointment.

Please call within 24 hours if you are unable to keep your scheduled appointment so that other patients may take that opportunity to be seen. We reserve the right to charge a missed appointment fee of \$25. Three missed appointments without proper prior notification may be grounds for dismissal.

Insurance:

We are an independent, alternative way to receive your primary health care, but not a complete substitute for health insurance. Your insurance policy is a contract between you and your carrier. Though our clinic does not contract with insurance we encourage you to remain on an active policy in case of unexpected, expensive health events such as surgery or hospitalization. We would like to keep any policy you have on file and up to date in our records should you need a referral to specialty care or imaging. Therefore, it is your responsibility to ensure we have your correct insurance information. Patients please be prepared to pay for any non-covered services at the time of your visit. These will be discussed, and price disclosed before being done. Some insurances, such as Arkansas Medicaid, require referrals from the PCP; if the clinic is open and able to provide care to these individuals, a referral to another facility will not be given.

Payment:

Our practice type relies on monthly membership to continue care. Payments are set up with autodraft from your bank account of choice or by credit card. If these scheduled payments are not made you will not be considered an active patient. Please update our office if you change your credit card or checking account.

We accept cash, check, credit/debit cards. We charge a \$25.00 service fee on all returned checks plus any additional fees added by the bank.

Enrollment fee of \$50.00, non-refundable and prorated first month's membership fee will be charged at the first visit.



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Collections:

Accounts over 90 days due may be sent to a collection agency. A collection fee of up to 40% of the account balance may be charged to accounts sent to an outside agency. Our policy is any person/family sent to collections will be terminated from our clinic for nonpayment.

Refill Guidelines:

Please call the clinic directly during business hours to request refills. We ask that you give us 24–48-hour notice on all prescription refills. This allows the physician to review your chart and determine if the request can be authorized. Some medications require monitoring due to DEA regulations, which require certain guidelines to be followed and appointments at appropriate intervals.

Controlled substance prescriptions will not be prescribed or refilled by phone. No early refills on pain medications or narcotics will be given. Antibiotics are not refillable. The best time to get a prescription refill is at your appointment.

If the doctor is out of the office, it may take longer than 24-48 hours, so please request refills before you are almost out. Some insurances require Prior Authorizations on certain medications, please understand this is a process and may take up to a week to be completed.

Please make sure we have your correct pharmacy, phone, and fax numbers in order to minimize delays.

Appointment Times:

The physician's time is valuable, as is the patients. It is our goal to keep all appointments on time but, due to unforeseen appointments, urgent care, and required leave to the hospital, occasionally appointments will be delayed.

Telephone Calls:

Telephone calls are answered when the doctor is not with a patient, otherwise we ask that you leave a message, and your call will be returned Monday through Friday 8:00am to 4:00pm. Any calls received after 3:00pm may be returned the next business day. If patients have numerous questions or concerns, they need to schedule an appointment with Dr. Simon to further discuss.

Medical Records:

A medical records request signed by the patient is required to send or release records to anyone. It may take up to two weeks to complete this request.

When you need a form filled out:

We will make every effort to assist you with FMLA forms, medical necessity forms and other paperwork. However, please keep in mind that our focus is on patients who have a scheduled appointment in our office. Please fill in all information that you know, such as patient demographics. We cannot complete forms for pick up on the same day. We will notify you when the form is ready for pick up within 7 to 10 business days. We reserve the right to charge up to \$30 for extended paperwork.



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Treatment of Minors:

Patients under the age of 18 must have written permission or verbal permission given to a staff member from a parent or guardian to receive treatment.

Lab Work:

We will do some lab testing in the office; others are sent to a reference lab. If your insurance requires lab tests to be performed at a specific facility, make sure you tell us every time.

Complete Physical Exams:

We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health. This exam and the labs associated with routine yearly wellness evaluation (cbc, cmp, ua, lipids) are included in your membership fees.

Referrals:

Dr. Simon's primary concern is for proper medical care and referrals will be made based on this premise. We will attempt to accommodate for insurance networks but will require the patient to provide an accurate list of covered physicians/facilities as we do not have easy access to this information. It is your responsibility to know which physicians and facilities are in your insurance network and which procedures require a prior authorization. Please notify staff of these prior to scheduling.

Dismissal:

If you are "dismissed" from the practice it means you can no longer schedule appointments, get medication refills, or consider us to be your physician.

Common reasons for dismissal: failure to keep appointments, noncompliance, abusive to staff, and failure to pay your bill.

Dismissal Process: We will send a letter to your last known address notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this letter, we will see you for this issue only. We will forward a copy of your medical records to your new doctor after we receive your written authorization on which doctor you have chosen.

Workman's Comp: Workman's Compensation evaluation or disability evaluations are not provided at this clinic.

We thank you again for choosing Simon Direct Primary Care and look forward to serving you and your family for many years.