

# Westbrook Medical Center

7328 Middlebrook Pike Knoxville, TN 37909 865/769-2600 Fax 865/769-2616

## Office Policies and Procedures

### Office Hours

The office is open from 8:00 AM to 5:00 PM Monday - Thursday with lunch from 12:00 till 1:30. On Friday the hours are 8:00 AM till 12:00 PM. The last patients are admitted at 11:30 and 4:30 Monday - Thursday and at 11:45 on Friday.

### Appointments

Appointments allow more convenience to our patients and an opportunity for better care. When you call for an appointment, you will be scheduled as quickly as possible. We make a sincere effort to adhere to the appointment schedule, but when emergencies arise, they must take precedence and some delays can occur. Walk in patients are seen; however, preference is given to those patients with appointments.

### Missed Appointments

A \$25.00 fee will be charged for missed appointments unless the appointment is cancelled twenty-four (24) hours prior to the appointment time. When no call is received prior to the appointment time to cancel an appointment, that time slot cannot be filled with another patient. You must be responsible for canceling if you cannot make an appointment.

### Late For Appointments

If you are late for an appointment (more than ten minutes), the office is under no obligation to see you on that date. A request to be seen late will be given due consideration. However, you may be asked to reschedule your appointment, and you will be charged a missed appointment fee.

### Emergencies

After office hours, emergencies can arise. The office phone is monitored after hours and appropriate information will be given after conferring with the provider. You may be instructed to go to the nearest emergency room. No scheduled drugs will be prescribed or called in to a pharmacy. You **MUST** have an appointment and be seen in order to receive a prescription for any scheduled medication.

### Prescriptions

It is **NOT** our policy to prescribe medication over the telephone. Lost, stolen or damaged medications or prescriptions will **NOT** be replaced. If you need a refill on your medication or a new prescription, you must be seen by the provider. Make an appointment!

## **Smoking**

Smoking is not allowed within fifty (50) feet of our office by state law. This policy must be honored or the patient will be dismissed.

## **Telephone Calls**

If you have a medical problem between appointments, please call us. Please state the reason for the call to the receptionist. She will handle the call if it deals with appointments. If your question relates to insurance or a billing statement, the call will be referred to the billing department. If the call is of a medical nature, the receptionist will take a message and/or refer your call to the nurse or appropriate staff person. The staff, after consultation with the provider, will return your call before the end of our business day. It is not our policy to treat patients over the phone; so if you are ill, you must make an appointment.

## **Treatment Areas**

Patients only are allowed in the treatment areas with the exception of minors under the age of sixteen. Minors in the treatment areas must remain with an adult at all times.

## **Cell Phones**

All cell phones **MUST** be turned off before entering the treatment areas. They may only be used in the lobby. If you are seen using your cell phone in a treatment area, you will be asked to leave the treatment area and possibly reschedule your appointment.

## **Medical Records**

It is the responsibility of the patient to provide this office with all the previous medical records for review. Once records are provided to us, they become a permanent part of the medical record. We regard the doctor-patient relationship as sacred – requiring trust, mutual respect, and confidentiality. The contents of our medical records remain confidential and will be released to another facility by fax only upon your written authorization. If you request a personal copy of your record, we must charge a copying fee.

## **Completion of Forms**

Due to rising administrative costs, there will be a \$25.00 fee per page for the completion of forms: Disability, FMLA, Pharmacy, or any miscellaneous forms, etc. This fee must be paid when submitting the forms. If the form is received in the mail or by fax, you will be notified and the form will be completed when payment is received.