

Westbrook Medical Center

930 Adell Ree Park Lane, Knoxville, TN 37909 865/769-2600 Fax 865/769-2616

Office Policies and Procedures

Office Hours

The office sees patients from 7:30AM to 4:45 PM Monday - Thursday with lunch from 11:30 till 1:00. The last patients are admitted at 11:30 and 4:30 Monday - Thursday.

Appointments

Appointments allow more convenience to our patients and an opportunity for better care. Therefore, we cannot accept walk-ins. When you call for an appointment, you will be scheduled as quickly as possible.

Missed Appointments

A \$25.00 fee may 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

New patients are asked to arrive twenty (20) minutes prior to their appointment time and may not be seen if they do not arrive at the time specified by the office personnel. Established patients may not be seen if they are late for an appointment (more than fifteen minutes). A request to be seen late will be given due consideration. However, you may be asked to reschedule your appointment, and you could be charged a missed appointment fee. Note: Habitually late patients may lose their fifteen minute grace period.

Emergencies

After office hours emergencies can arise. The office phone is monitored 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! Anyone receiving scheduled medications will be subject to urine drug screens which may be observed.

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 refer your call to a nurse or appropriate staff person or you may be required to leave a message on the providers' voice mail. 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 a consent form for us to obtain all 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, you may be charged 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 may be notified and the form completed when payment is received.