



## Wattles Park Family Practice

### About our Office

- Hours:**
- |           |                     |
|-----------|---------------------|
| Monday    | 7:00 am to 8:00 pm  |
| Tuesday   | 7:00 am to 5:00 pm  |
| Wednesday | 7:00 am to 8:00 pm  |
| Thursday  | 7:00 am to 12:00 pm |
| Friday    | 8:00 am to 4:00 pm  |
- During Hours:** If you are having an acute medical problem during normal business hours please call the office and speak to one of our clinical staff. We have same day appointments to meet your medical needs.
- After Hours:** We have a physician on call after business hours. If you are experiencing an acute medical problem in which you are not sure if you should go to the emergency department you can call the office listen to the prompts and it will connect you with one of the physicians. He will talk with you and assist you in your health care needs.
- Phones:** Our phones are answered during our business hours. Unless the office is closed for a holiday.
- Appointments:** We are a Patient Centered Medical Home that means we are available to you for your medical needs, whether it is acute or chronic. **Acute** means that you have a problem that needs to be treated right away. Something that you would want urgent care for. **Chronic** means a condition that is ongoing and you live with it on a daily basis. Examples would be; Diabetes or high blood pressure, Congestive Heart Failure, Emphysema or lung problems, or any other conditions like this.  
**We do offer same day appointments to take care of your acute/urgent needs along with walk-in hours. Walk-in hours are Monday, Tuesday, Wednesday and Friday from 10:00am to 11:30am.**  
When you arrive at any appointment please verify your address and phone number to make sure we have the correct information to contact you if necessary. Also, please verify your insurance information and provide the receptionist with your driver's license/ID and insurance cards.  
We are aware that your time is valuable and we will make every effort to keep on schedule, but occasionally the provider runs behind. If the provider is running behind please let the receptionist know that you have been waiting and if you need to reschedule we will make every effort to accommodate getting you back into the office quickly. We really appreciate your understanding.  
If you are unable to keep your appointment please notify the office as early as possible. If you cancel an appointment without a 24 hour notice you will be charged **\$40.00** which will be due prior to being seen. We really need you to bring your medications with you to your chronic visits, the providers review the medications with you at your appointments. This includes the over the counter medications as well.
- Medications:** As stated in the previous paragraph, it is important to bring your medications with you to your appointments, this will give the provider a chance to review the medication with you and to see if you need any refills on your medications. It is best to ask for the medication refills at your appointment. We do not want to see you run out of your medication. If you need a refill between your appointments call the office and leave a message on the medical assistant line. Please allow 2 business days for refills. We do **not** call you when we have refilled your medication. You may check with the pharmacy. If you are calling for a controlled substance the prescription needs to be picked up at the office. Most controlled substances require an appointment. You are the only person who can pick up the prescription unless you have signed a release form for medication pick up. We do not prescribe controlled substances over the weekend.

- Test Results:** Patient will be notified of normal test results by mail. If you have an abnormal test result we will require you to be seen by the provider to review the findings. Some test require more time to result and we appreciate your patience.
- Fees:** To help control cost, co-pays are due at your appointment. If you do not have your co-pay you may have to have your appointment rescheduled. We accept cash, checks, Visa, MasterCard, Discover, Debit cards and HRA/HSA cards. If you have a balance with this office we expect you to pay for the service rendered or make arrangements with the billing specialist to make a payment plan.
- Forms:** All forms the provider needs to fill out requires an appointment.
- Insurance:** Wattles Park Family Practice participates with most health insurance plans. We provide insurance billing as a courtesy to our patients. Please be aware that any cost not covered by your health insurance carrier is your responsibility. The fees that are not covered by your insurance carrier are expected to be paid in a timely manner. Your insurance may also require you to pay a co-pay at the time of your appointment. If you have any questions regarding which insurance plans we accept or any billing concerns, please contact our billing specialist during normal business hours at 269-969-6014. Questions regarding your coverage and benefits should be directed to your employer and/health insurance carrier.
- Referrals:** When you are referred to another physician for care, our referral specialist will schedule the appointment or send the required information to the physician's office and they will contact you with the appointment. This process can take up to 2 weeks depending on the availability of appointments with the physician's office we are making the referral to.
- Smoking:** We provide a smoke free facility for our patients and our staff.
- Cell Phone:** We ask that cell phones are turned off at the time of your visit. If you need to take a call while you are in the waiting room please be courteous to others around you and go outside to take the call. While you are with the physician please have your phone put away.
- Patient Portal:** The portal is a part of your Wattles Park Family Practice medical records that you may access directly through our website. The website is very secure and all the information with the site is stored with the highest level of security. The portal is called Follow My Health. Through this website patients may email their doctor, request an appointment, request a refill of medication, review lab and test results. The purpose of this site is to improve patient-doctor communication and for you to have access to your information when you need it. This service is provided at no additional cost to the patient. Unlike regular email, when using the patient portal to message your provider all your information is private and safe. Information you submit in the portal may be seen by Wattles Park Family Practice staff who will participate in your health care. We will not release the contents of the portal without your written consent, except as required by law. To use the portal you need to sign the consent form when you are signing up to use the portal. You need to protect your password and access to your account. Patients may access the patient portal 24 hours a day 7 days a week. However, we will only read your request during normal office hours. We will try to respond to your request within 2 business days. If your provider is out of the office, your request may be handled by another provider or held until your provider returns to the office. If you do not have a response within the 2 business days please call the office to make sure your request was received. The portal should **NEVER be used for Urgent or Emergent medical needs**. Wattles Park Family Practice reserves the right to remove access at any time for any reason. We will not be responsible for any information you send but we failed to receive due to technical failure.
- Confidentiality:** For your protection, NO records will be released from this office without a current authorization.

**Thank you for entrusting your family with ours!**  
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