



Dear Patient,

We are pleased that you have chosen Cornerstone Medical Clinic for your primary health care. Our goal is to provide you with the best medical care available. We have a state-of-the-art electronic medical records system, digital x-ray, 3D/4D ultrasound, CLIA approved laboratory, and much more to help us meet your healthcare needs. We hope that this packet helps explain our office policies and procedures. If you have any unanswered questions, feel free to ask any of our staff.

Office Hours:

Our office hours are Monday through Friday 8:00 am to 5:00 pm. We are closed on major holidays. Our front office is open during lunch for billing, scheduling, or other business matters. However, we do not have clinical staff available between noon and 1 o'clock for patient care, such as injections, lab work, or appointments. There are occasions we are closed during the lunch hour due to staff meetings. Due to inclement weather conditions, we may close or have urgent care hours only. Please check with 102.9 The Z radio or our Cornerstone Medical Clinic Facebook page regarding inclement weather closing.

After hours:

Our providers are joined with a call group to provide 24-hour access to a physician. When you call our office after hours you will reach a recording instructing you to call (479) 463-1000. Ask for the physician on call, and the on-call physician should return your call within a reasonable time. If you have a true emergency, you should call 911 or go directly to the emergency room. If the ER physician determines that you need to be admitted, the on-call physician will be notified. The after-hours number is to be used for urgent issues that truly cannot wait until regular office hours. Non-emergent referrals will not be given.

Your Privacy:

Our office has taken several steps to ensure the privacy of your medical information and to comply with the latest federal HIPAA regulations. Please do not take offense if we ask additional questions or require additional information. This ensures your identity, privacy, and security.

New Patients:

We ask that new patients visit our front office to pick up a new patient packet or visit [www.cornerstonemedicalclinic.com](http://www.cornerstonemedicalclinic.com) in order to print and complete the packet. It is best to Google search Cornerstone Medical Clinic as other search engines sometimes pull our expired webpage. This packet will need to be returned to us for review prior to making an appointment. Once reviewed, we will then contact you to schedule an appointment with one of our providers. We also ask that you **arrive 20 minutes early for your first appointment** to be certain we have all your information entered accurately. This ensures our providers can extend high quality care in a timely manner.

Please bring any immunization records, previous medical records, and all current medications (or list with drug names, dosages, and prescribing physician) with you to your appointment.

Appointments:

You may make appointments in person or by phone any time during our office hours. To respect everyone's schedule, we do not take walk-ins and late arrival patients will need to be rescheduled. We can usually accommodate **urgent** care on the same day. By scheduling an appointment, we can likely reduce your time waiting.

When you call to make an appointment, our staff will ask you the need for that appointment. Please be accurate when telling the receptionist your reason behind the appointment. If you tell the receptionist that you need a wellness exam, that is all the time that will be allowed for. If other things need to be addressed, additional time and billing will be required. You may need to schedule another appointment to address the additional issues. The amount of time allocated is based on what you tell the receptionist. This procedure helps to minimize the wait time for you and all our remaining patients.

Occasionally, unexpected delays happen. If you find you are running late for your appointment, please call (870)743-4900 to reschedule your appointment for a later time and/or day. If you arrive more than 10 minutes late for your appointment, you will be rescheduled to the next available appointment.

When you arrive for your appointment, please check in at the reception window and have your insurance card and payment ready. It is your responsibility to let the front staff know if you have any changes to your demographics (address, phone, name change-with proper documentation, insurance, etc.).



Missed appointments are occasionally unavoidable, but they deprive others of the opportunity to be seen. If you have multiple missed (no show) appointments and/or excessive cancellations within a 12-month period, we may ask that you seek care elsewhere. We ask that you please give us a minimum of 2 hours' notice on any cancellations. We have staff available based on scheduled appointments. Patients who do not show for appointments or cancel without proper notification are subject to a **\$50** no show/cancellation fee. This fee is the patient's responsibility and will not be billed to the insurance company. New patients who do not show for their first appointments will not be allowed to reschedule.

Insurance:

Your insurance policy is a contract between you and your carrier. Professional services are rendered to a person, not an insurance company. Therefore, the patient is responsible to us, and the insurance company is responsible to the patient. We will make every effort to file your claim with your health insurance company; in most cases you will only be responsible for the appropriate co-payment, co-insurance, and deductible at the time of service. It is your responsibility to ensure we have your correct insurance, so if at any time you change insurance, please make sure to bring a copy of your new card to our office.

We may bill you the balance if your insurance company applies part or all the charges to your deductible, co-insurance, additional co-pay, if the service/procedure is non-covered, if you have reached the maximum benefits, or for any additional reason that insurance did not pay.

Co-payment, co-insurance, and deductible that your insurance policy requires is **due at the time you check in**. **Estimated** self-pay charges may be collected at this time also.

Many insurance companies, including Arkansas Medicaid, require PCP referrals. To ensure compliance with current regulations, our referral to other physicians/facilities policy is as follows: In most cases, our PCPs can accommodate acute, non-urgent care the same or next day. We do not give referrals to another physician/facility when our office is open, and we are able to provide care.

North Arkansas Regional Medical Center's (NARMC) emergency department is available for *emergency care*. They must have a PCP referral for non-emergent services. The process for obtaining this referral is as follows: if the patient's condition is determined non-emergent by the emergency room physician: the patient's primary care provider will be contacted. In the event this occurs after office hours, weekends, or holidays, the on-call provider for the patient's primary care physician will be contacted for further direction regarding the patient's plan of care. Our call group's policy is to not give referrals for non-emergent issues. Abuse of the emergency room for non-emergent issues could result in dismissal from practice.

Our providers are Arkansas Medicaid providers. Dr. Shrum accepts patients from birth to 18 years of age. He **MUST** be assigned as the primary care provider (PCP) **prior** to being seen. He has a set caseload that is determined by the number of patients we can provide quality care for without extended wait times and without jeopardizing efficiency.

Medicaid recipients have a responsibility to fulfill prior to being seen in our office. You must present a valid Arkansas Medicaid Card (AR Kids, Family Planning, etc.), we must be able to verify eligibility via the Arkansas Medicaid website, and if required by Medicaid, in order for us to be paid, you must have a PCP assigned.

If your PCP is not one of the providers in this office, we **MUST** have a referral for the date of service from your PCP. It is your responsibility to have the referral sent from your PCP. Medicaid may not pay without a referral on file.

Medicaid applicants must renew annually. Failure to do so within the required time limit may result in Medicaid becoming inactive and/or you losing your assignment for PCP. This is your responsibility.

In lieu of a valid Medicaid card, *only* pregnant patients can have a "pending Medicaid" letter from AR DHS. All applicable co-pays are due at the time of service, the same as with any insurance. Any visits not meeting the above criteria will be considered a self-pay account and payment in full is required at the time of service.

Payment:

As stated previously, co-pays are due at time of service, along with any balances that remain after insurance has paid for previous services. We offer prompt pay discounts to self-pay patients (those who have no insurance); Payment for all service is due at the time of service.

If you fail to bring payment for co-pay, balance or expected services, you will be prompted to reschedule your appointment.



For your convenience, we accept cash, check, money orders, Visa, MasterCard, and Discover. We charge a \$25.00 service fee on all returned checks plus any additional fees added by the bank. Accounts with returned checks will be put on cash or credit/debit card only basis for future visits.

Collections:

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

Prescription Refills:

Please contact your pharmacy first to request a refill. They will then send us an electronic request that our providers can easily respond to. We ask that you give us 24 – 48 hours' notice on all prescription refills. This will allow your physician time to review your chart and determine if the request can be authorized. Some conditions/prescriptions require monitoring due to regulations; therefore, it is clinic protocol that follow-up appointments are completed. Your physician may request that you come in for an office visit or labs prior to authorizing a refill request. This is for your safety, so please understand if this is required. If you must call our office to request a refill due to a controlled medication, please have prescription bottles in hand to give correct names, spelling, and dosage of medicines.

Your prescriptions may be faxed, called in, or e-prescribed to your pharmacy within the 24-48 hours' notice **under normal circumstances**. If the doctor is out of the office, it may take longer. Anticipate when you will be running low and place the request **before** you run out.

Please be certain we have your correct pharmacy, phone, and fax numbers in order to minimize delays. We can also print mail-order prescription so that you may submit for yourself.

Other Information:

Our doctors do not perform disability evaluations, documentation for motor vehicle accident cases, or potential workers compensation cases. We do not manage or prescribe for chronic pain. We do not assist in obtaining a medical CBD card.

We will make every effort to assist you with FMLA forms, medical necessity forms, and other paperwork, however, please keep in mind that our primary focus is on patients who have a scheduled appointment in clinic. We will attempt to get all forms completed within one week from the date we receive them. There may be a \$10 charge per page, up to \$30 per packet, payable in advance, for all forms not generated by our office.

Medical record requests require up to thirty days for processing. Medical records are presented in CD format, accessible on most computers. There may be a charge for medical records.

Please be courteous of others. The nurse's and doctor's time is valuable, so please turn off your mobile devices when in clinical areas. Please do not be offended if one of our staff members asks that you turn off or stop using your mobile device to ensure they have your attention while providing care for you or your family members, or if you are disrupting other patients or clinic operations.

We respect you. Please respect our Staff. Attacking a healthcare worker is a FELONY.

\*Arkansas Code Annotated cc §5-13-202

Please do not leave children unattended. Unattended children could harm themselves or clinic property and disrupt others. If left unattended, office personnel may ask that you supervise your children.

Due to the nature of healthcare, close personal contact is commonly necessary. We ask that you attend to personal hygiene (bathe, deodorant, oral health care, etc.) prior to your appointment.

We look forward to serving you and your family for many years.