



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 that is available. We have a state-of-the-art electronic medical records system, digital x-ray, 3D/4D ultrasound, bone density scan, CLIA approved laboratory, and much more to help us meet your healthcare needs. We hope that this brochure helps explain our office policies and procedures. If you have any questions that are not answered in this brochure, ask any of our staff.

Office Hours:

Our office hours are Monday through Thursday 8:00 am to 5:00 pm and Friday 8:00 am until all scheduled patients have been seen.

We are closed on major holidays.

Occasionally we are closed for lunch due to staff meetings.

Due to inclement weather conditions we may close or have urgent care hours only. Please check with KHOZ radio regarding inclement weather.

After hours:

Our doctors share call with a group to provide 24 hour access to a physician. When you call our office after hours you will get a recording telling you to call 870-414-4076. Ask for the physician on call, and the doctor on call should return your call within a reasonable time. If you have a true emergency, you should call an ambulance 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 a number of steps to insure the privacy of your medical information and to comply with the latest federal HIPAA regulations. Please do not take offense if we ask extra questions or require additional information to insure your identity and security.

New Patients:

We ask that new patients stop by our office **prior** to your appointment and pick up a new patient packet or visit www.cornerstonemedicalclinic.com so that the completed forms will be available **prior** to your first visit. We also ask that you **arrive 20 minutes early for your first appointment** so we can make sure we have all of your information entered. This allows the provider to provide efficient care in a timelier 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. Please contact our office to schedule an appointment; 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 reason for that appointment. Please be accurate when telling the receptionist your reason for needing an appointment. If you tell the receptionist that you need a wellness exam; that is all 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 if we do not know about them in advance. 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 of our remaining patients.

Occasionally, unexpected delays happen. If you find you are running late and will be 5 or 10 minutes late for your appointment, please give us a call so we can plan accordingly. If you are more than 15 minutes late we may ask you to reschedule for another day.

When you arrive for your appointment please check in at the reception window and have your insurance card and co-pay 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 12 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 \$20 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 of the charges to your deductible, co-insurance, additional co-pay, or if the service/procedure is a non-covered service/procedure, or if you have reached the maximum benefits, or for any 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 and Arkansas Medicaid require PCP referrals. In an effort to ensure compliance to 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 day or the next day. We do not give referrals to another physician/facility when our office is open and 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 from the NARMC emergency department will be once the patient's condition is determined to be 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 to provide further direction regarding 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 patient we can provide quality care for without long wait time 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, Pregnancy Medicaid, 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 self-pay accounts 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, plan to reschedule your appointment.

Obstetrics patients must pay all applicable co-pays, deductible, co-insurance, and/or self-pay balances by the seventh month of pregnancy. This includes, but is not limited to any labs, ultrasounds, and estimated global billing of the pregnancy. OB Payment Agreements are available for this. Please ask to see our patient accounts representative. For your convenience, we accept cash, check, money orders, Visa, MasterCard, Discover, and American Express. 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:

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 protocol that follow-ups be done. 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.

When calling our office to request a refill, 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** your run out.

Please make sure we have your correct pharmacy & phone and fax numbers for them in order to minimize delays. We can also print mail-order prescription so that you may submit it yourself.

Controlled substance prescriptions must be printed, picked up, and signed for at our office.

Other Information:

Our doctors do not perform disability evaluations, DOT physicals, documentation for motor vehicle accident cases or potential workers compensation cases. We do not manage or prescribe for chronic pain.

We will make every effort to assist you with FMLA forms, medical necessity forms, and other paperwork, however, please keep in mind that our main focus is on patients who have a scheduled appointment in our office. We will try to get all forms complete within one week from the time 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 a minimum of two weeks 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 so they have your attention when they are providing care for you or family members, or if you are disrupting other patients or clinic operations.

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 necessary. We ask that you attend to personal hygiene (bathe, deodorant, oral health care, etc.) prior to your appointment.

Guest Wi-Fi is now available to Cornerstone Medical Clinic patients and guests. Any illegal and/or inappropriate action may result in dismissal from the premises and the practice.

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

