

Memphis Internal Medicine and Pediatrics Associates, PLLC

A division of Consolidated Medical Practices of Memphis

How Things Work (Office Policies) - August 2021

Here is a description of office practices and expectations of both the office and yourself.

Making Your Appointment

Please call and press 1 for the Front Desk. Let us know if you need a sick work-in visit or a PE. They will ask you about the problem you are having, to know how soon you need to get in. We have work-in spots daily. Your first New Patient appointment will be longer, like a Physical Exam - 30 minutes. These spots are harder to get but you can get on the Waiting List. We use the Waiting list every day for cancellations. We have cancellations and no-shows all the time, unfortunately. But if you are close by, or flexible we can put you in quickly. Appointments for the Nurse Practitioner are easier to get than with Dr. Stiles. As you check out from your first visit, you will be scheduled for the next. It is easiest to get on Dr. Stiles schedule that way, well ahead of time.

Physical Appointments vs. Acute Visit Appointments

Most insurances offer a yearly Physical or PE. Women are allowed a PE by their OB Gyne as well as an Internist like us. This is the time we make sure all your Wellness or Preventative tests are done. We do a full exam at this time. This is a time to step back and think about what is most important. We cannot handle sick or acute issues in this visit. If you have issues or complaints, we may make it an acute visit, and ask you to reschedule your physical. If there is time to do both, you may be charged a copay.

“Sick Patient Calls”

We take calls off the Nurses Line Voicemail at least 2 times a day, usually 4 times a day. We handle those based on their urgency. Most calls from sick patients are returned within 4 hours. Instead of leaving a message, you can also call the Front Desk for an appointment.

Work In Spots for Sick Patients

We have work-in spots on the schedule every day, more often on the NPs schedules. We try to keep those open for acute issues. When you call, we try to make the decision about how urgent your issue is. If we are totally booked up, we take your name and info on the problem back to the Provider and try to work you in. Of course, some issues may require an Emergency Room. Problems that require urgent blood work or imaging must be taken care of in the ER.

Which Provider are you Seeing?

Dr. Stiles has recently joined with Dr. Warren, and she has several Nurse Practitioners (NPs) who she trusts, who undergo rigorous training and vetting. They work together on complicated patients and often confer with each other throughout the day. When you make your appointment you get to choose your Provider and our staff should be clear about who you are seeing. Our NP's help so much. Many acute issues need to be seen right away. If you need in urgently, please see whomever is available.

Preparing Yourself for Your Appointments

New Patients - please print out our New Patient paperwork from our website and fill it out at home. That will save you 15-30 minutes. Please bring all medicine, or current medication list, with you to every appointment. Please include vitamins and herbals. If you are a Diabetic, please bring your Glucometer or Log book.

Insurance Card, Info

We must get the insurance info before the visit. – Primary and Secondary insurances. Also, you **MUST BRING THE CARDS**. Our computer verifies insurance before you arrive. This helps minimize billing issues. Sometimes the insurance company must verify with YOU that there is no other insurance. You must answer this call before they will pay the claim.

Fasting for Your Physical

If you need a physical or need fasting blood-work please fast for at least 4 hours prior to your appointment time. (You may drink water or black coffee). So just skip the meal prior. If in early afternoon, skip lunch. Late afternoon – no snacks after early lunch or late breakfast.

Wait Times in the Office

We try to minimize your wait time by having appointment times be 15 minutes and 30 minutes. Some visits are quicker and some very complicated. We do have many very complicated patients. Please realize that we try to give everyone the time they need. Some day you might need that extra time. Some day there may be more sick people needing to be seen. We apologize if you have to wait.

Insurance Coverage

Please be aware of what your insurance benefits are. If you would like a vaccination or a special blood test please contact your insurance first to see if it is covered. Please bring your insurance card with you to every appointment. Please be aware most insurance companies are covering a

Physical Exam or Well Visit at 100% with no co-pay. However, it must strictly be a well visit. If any acute problems are treated then you will be subject to pay your co-pay.

Co Insurance and Deductibles*

For followup or issue based visit, your Co-insurance or Deductible may apply. Sometimes it applies anyway to items in the PE. For example, United and Humana will not cover EKGs as preventative. We don't always know what things are excluded or would require Co-Insurance. These tests are ordered at our discretion. If you are over 40, with risk factors like smoking, hypertension, or high cholesterol, I may perform an EKG and you may be responsible for some part of this cost.

Our Billing Office

Since we are a division of Consolidated Medical Practices of Memphis, this name will appear on any statements from us. If you have any questions about a statement or bill please contact our billing office at 901-261-5825. However, our front desk person and Sheila,, the office manager, can help at the office. They can try to figure out what the problem is and sometimes fix it. They should be able to help you with a payment plan. Unfortunately, when a bill goes unpaid too long, the Billing office freezes the account. We urge you to pay something even if a part of the bill is being disputed. We will keep urgent medications refilled for up to a year.

No Show/ Cancellation Policy

If you do not show up for your scheduled appointment, or do not give 24 hours notice of cancellation, you will be subject to a \$25 fee. Your insurance will not cover this and you will have to pay out of pocket.

Late for Appointment

If you are more than 20 minutes late for your appointment, you may be asked to reschedule. You can wait and be seen if there is a slowdown or no-show. Being late isn't fair to the patients that come after you.

Refills

If you are low on a medication, check your bottle label. If you have refills and the end date hasn't arrived (1 year after the original) – then call the PHARMACY. When your bottle says you are out of refills or that the date of refills is past, then you need to call US. When you call us, you should get a message that says "Push 2 for Refills". This is the Nurses Voicemail. When leaving a refill voicemail, please leave **your name, date of birth, pharmacy name and location, and if you need a 30 day or 90 day refill**. We take these messages off multiple times a day. We ask you to give us 3 days for med refills. Refills will not be made on weekends. Please be organized and call on

time. Sometimes the pharmacy auto-faxes us a refill form. Sometimes they SAY they will but we don't get it. Be sure MY name is on your bottles. We will refill most important meds like blood pressure meds for a long time. We won't cut you off, if you have insurance issues and can't get in for your visit. Special meds – like heart or transplant meds –you need to get refills from that specialist. Doses of those meds are critical.

Responsible for Your Meds

We give everyone a copy of their Med List nearly every visit. If you have multiple meds – please check this against your bottles. Check the med list from your specialist against your bottles. Check ESPECIALLY if you are having high blood pressure or feeling abnormally. SOOOO often people are unaware of what meds they are on. Bringing meds every visit can help.

Controlled Medications

We don't prescribe many controlled meds. It is up to the provider as to what med they feel is best for you. Every provider has different policies and just because you get a med from your old doctor doesn't mean we will prescribe that at our office. Controlled meds are your responsibility to guard, to lock up. For some meds a urine drug screen and a signed contract are required. If you are on a controlled substance, including Testosterone, then you need a visit (or televisit) every 6 months.

“ADHD Medications”

If you are at a stable pharmacy, at a stable dose of medication, then we may be able to prescribe 3 consecutive months of medication. This is dependent on the EMR situation. These prescriptions cannot be transferred.

***Sharing Meds”**

Sharing meds is absolutely illegal and dangerous.

Inclement Weather Policy

In case of inclement weather, we will follow the Memphis City Schools schedule. If inclement weather should occur while school is not in session, we will check the street and weather conditions to make our decision. If you have an appointment on a day that we decide to close, close early, or open late, we will make every effort to contact you. Please be sure to keep your phone numbers updated with us. If we decide to stay open and you do not want to take the risk, you may call and cancel your appointment and will not be charged a fee. We will also post any closings on our Facebook page.

Medical Records Policy

If you would like a copy of your entire medical record, we will make copies for you for a fee. Fees are posted at the office. However, if you would like them faxed to another physician's office we will do that for no charge. Please allow 7-10 business days for your request. We can mail records to you or you may pick records up at the front desk.

FMLA Papers/ Medical Forms

FMLA papers and some medical forms require a visit and / or sometimes a fee. Please allow 7-10 business days for them to be completed. If you would like to make an appointment to have papers filled out they will be completed during your visit.

Lab Only Visits

If you need to come in without seeing a physician or nurse practitioner for lab-work, injections, or vaccinations you do not need to make an appointment. You may come in anytime except for between 12:00-1:00 PM since we are closed for lunch. Please arrive at least 30 minutes prior to closing time. Some insurances (like ours!) won't pay for labs done outside of a visit. Another problem with doing this is that we may find other things that need testing in the visit. Dr. Stiles prefers that you wait and get labs done at the visit.

Lab Results

If there are urgent abnormal Lab results you will receive a call. For routine Labs, we call or send a "Lab Letter" within 1-4 weeks. Sign up for the **Portal** for easy sharing of results. We just need your email address to send you the invitation. You will have 2 weeks to sign up or the invitation will become inactivated.

Radiology Results

For most Radiology tests that are special and diagnostic (like an ultrasound), we will call with the result. If urgent and abnormal results, then we will call you back right away. For Screening Mammograms, the Radiology center sends a letter. If you haven't heard about any radiologic test result within 2 weeks please call us.

Patient Portal

We now have a Patient Portal through our EMR system, Greenway. Please sign up for this at the front desk by giving us your email address. It allows you to retrieve your labs and tests and to ask questions for the office.

***People ask "What Hospital does Dr. Stiles Goes To...?"**

Dr. Stiles sees Newborns at both Methodist Germantown and Baptist Womens. There are too many adult hospitals and too few of her to see adults at the hospital. Your insurance dictates

where you can go. If it's an emergency the ambulance will take you to the closest place. All hospitals now have hospitalists. They are better at it, are there all the time, and have shorter lengths of stay.