



Trends in Healthcare

Health care today is in a state of dramatic and constant change. At McCook Clinic we continue to monitor these changes and when necessary are taking appropriate action to achieve the full advantage these opportunities present for treating our patients. Excellence in patient care has and will always be our first consideration.

To Our Patients

This information booklet is to acquaint you with our practice and our policies. We appreciate you selecting us as your healthcare provider. We intend to provide you and your family with the very best medical care.

Our Practice

We are a family practice clinic providing a wide range of health care services. Additionally, we offer comprehensive laboratory services, x-ray services and ultrasound services in our office for your convenience. Our goal is to offer "one stop" medical services.

Practice Philosophy

We are dedicated to providing high quality medical care at a reasonable cost. We are always striving to increase the scope of our services such as adding new equipment or techniques so that our patients might obtain the latest treatment near home. We invite our patients to ask questions about any aspect of their care at any time during the treatment program.

On Your Visits to Our Office

We will attempt to collect information concerning your past health and present condition to provide you with the best care. You may be asked to furnish information about your past medical history, your family history, drug allergies, etc. Please help us keep your address, insurance information and telephone numbers current. Should any change occur, we would appreciate you notifying us by telephone.

Telephone Calls

These are for your convenience and require as much time from us as an office visit. Most of our patients appreciate this privilege and do not abuse it. We handle a large number of telephone messages each day. We return our calls as time permits or as the situation demands. If your call is an emergency, please notify the receptionist so that she can put you promptly through to the appropriate individual. Should you call, we ask that you give all necessary information concerning your problem to the individual with whom you are speaking. This will allow us to relate your problem intelligently and quickly to the provider for a more prompt response. It is not our policy to treat illness over the telephone, so if you are ill, please make an office appointment. Please call during office hours if you have any questions.

Prescriptions

It is not considered good medical practice to prescribe medications without first examining the patient. However, McCook Clinic providers will refill prescriptions if it is appropriate to do so. You may call your pharmacy and request a prescription refill. The pharmacy will send the request to your physician. The physician will determine if the refill is appropriate or if you need to be seen for further evaluation. Prescription refills are not considered emergent and we strongly encourage you to monitor your supply carefully as it can take up to 48 hours for us to get these requests forwarded to the appropriate pharmacy. We do not guarantee same day service for prescription refills unless they are in conjunction with an office visit.

Billing, Collections, Insurance

We recognize the need for definite understanding between the patient and the clinic regarding financial arrangements for medical and surgical care. The responsibility for payment of these fees is the direct obligation of the patient. Any financial benefits that the patient may receive from insurance or governmental agencies are a matter of settlement solely between the patient and the insurance carrier or the governmental agency involved.

We would appreciate it if you would be prepared to pay your medical charges at the time of your office visit. If you anticipate a large bill, you can request to establish a program to make payments on a monthly schedule with our credit department who will determine if you qualify for participation. If you are having any financial difficulty, it is important that you let us know immediately. The clinic billing system automatically submits your accounts with unpaid balances older than 90 days old to collections unless you make prior arrangements through our credit department.

We ask that you please remember that high administration costs are often what lead us to increased fees. The billing and collection process is an expensive one and that is why we ask our patients to pay co-pays at the time of service when there is insurance to file. When you arrive for your visit, you will be asked to sign an assignment of benefits form and if we determine that the service you are receiving may not be covered by your insurance we will ask you to complete an advanced beneficiary notice (ABN). You must complete these forms in order to receive treatment. The insurance department will file primary insurance claims for you. We feel that this is a very valuable service to our patients because these forms are complex and it is becoming increasingly difficult for the patient to receive all the benefits to which they are entitled unless they are completed in an accurate and timely manner. Therefore, it is vital that you keep the insurance department informed of any changes in your insurance status. McCook Clinic applies a finance charge on accounts over 60 days old.

Office Personnel

Our staff, nurses, receptionist, clerks, bookkeepers and technicians are here to assist us in the delivery of quality health care to you and your entire family. As our practice is a busy one, their jobs are demanding. We are proud of the work they do, as their performance reflects on us and on the care given you. Should you at any time have any comments on the health care given to you by us or by our staff, we would appreciate hearing from you, either by letter or in person. Our interest is to provide you and your family with comprehensive health care of the highest caliber.

Laboratory

Our laboratory is equipped to handle most lab procedures. This onsite capability assures that you will get the results as soon as possible. We are constantly expanding and upgrading our equipment and procedures in order to provide our patients with the best in diagnostic laboratory services. Occasionally we have to send out more specialized test and these results may not be available for a few days.

Hospitalizations

If your doctor determines that you need hospital care, your doctor will refer you to the best facility available. The doctors usually make rounds in the mornings. When one of the doctors is not available, one of the other doctors will make rounds. The physicians rotate call on weekends and one of the physicians or physician assistants will always be available to you.

Office Hours, Appointments

The offices are open between 8:00 a.m. and 5:00 p.m., Monday through Friday. You may call to schedule an appointment or to obtain information during these hours. Additionally, we are open from 7:00 a.m. to 5:00 p.m. Monday through Friday and 8:00 a.m. to 10:00 am on Saturday for walk-in appointments to treat minor illnesses and injuries including: colds, flu and other viral illnesses; bronchitis, pneumonia and asthma attacks; ear, throat and sinus infections; rashes and allergic reactions; nausea vomiting, diarrhea, and dehydration; fractures, sprains, strains and dislocations; cuts, scrapes and splinters.

Office visits during the week other than during walk-in hours are by appointment only as this is the most efficient way for us to practice. If you cannot keep an appointment, notify us as soon as possible. When you schedule an appointment we reserve this time for you and without notification that you cannot keep the appointment another ill patient may not receive an appointment or be required to accept a later appointment than was necessary. We make every effort to see you at your appointed time, but due to the complexities of a medical practice, it is not always possible to see you at the exact time. However, we will do everything possible to keep your waiting time to a minimum.

Telephone us as far in advance as possible for your appointment. This allows us to give you the most convenient time and is helpful in arranging our daily schedule.

When calling for an appointment, please furnish with as much information as possible concerning the reason for your visit. This is very important in order to allow us to give priority to your needs, as well as to reserve sufficient time for your visit with us. Should you find your medical needs difficult to discuss with the receptionist, please ask to speak with the charge nurse. It is also difficult to give adequate attention to your problems if more than one family member arrives for a single office visit. Let us know if more than one family member needs to see the provider so that we can schedule the appropriate length of time for your visit. We do charge for all services rendered regardless if an appointment is scheduled or not. We may also ask that additional family members schedule a later appointment out of respect for those who have already scheduled appointments for that day.

Emergencies

During office hours, call our office, identify yourself and relate the emergency to the receptionist. We will act promptly. For emergencies on weekends or holidays, call 344-2650. We do not fill routine prescriptions after hours or on weekends.

Summary

It is our hope that this brochure will acquaint you with the many services that we offer. We offer a wide range of medical care. We are here to serve our patients when they are well, with an emphasis on preventive medical programs and when they are ill, to restore health quickly. We are constantly striving to offer the best, most modern and complete care possible at a reasonable cost. We would like to serve you.

Medical Records Copies/Release:

McCook Clinic provides copies of patient medical records in accordance with state and federal laws. To obtain copies of medical records, we request you complete a signed medical release. You can obtain a release from the receptionist. The authorization includes name and identifying information (i.e., birthdate, etc.) of records to be released, name and address of facility to be released to, inclusive dates of records to be released and signature and date (guardian or power-of-attorney if patient is a minor or

unable to sign for themselves). When requesting copies of medical records, direct the authorization and request to the medical records department and not to the doctor as this will only delay processing of records. After we receive an authorization and request, it takes approximately seven to ten working days to process the records. We only send copies of records; we maintain the original patient file at the clinic.

McCook Clinic will not re-disclose information received from another healthcare facility or provider (3rd party information) The 3rd party information is for your physician's information only. To obtain copies of records from another provider or facility, you need to request that information directly from the initiating facility.

There is a charge for each copy of medical records requested by the patient, including immunization records. Charges for records are per established policy. There is no charge to the patient for transfer of records to another provider or healthcare facility. Insurance companies and attorneys requesting records on behalf of the patient are also required to provide patient's medical release authorization and required to pay the established fee for the records.

We maintain the original patient file in "active" files for 10 years following the last visit. The clinic destroys files 10 years following the last date of activity per state and federal guidelines.

For further information or questions regarding medical records release, please contact the clinic at 308-344-4110, extension 8784.