

North Suburban Family Physicians

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2023 Office Policy Reminders and Updates

Thank you for trusting us with your healthcare needs. We truly do care about the health, safety, and well-being of our patients. We feel this sets us apart from other medical offices and want to be able to continue providing you with a personalized healthcare experience. As we enter 2023, we want to remind you of some of our office policies. A full list of office policies can be found on our website and the patient portal.

Office Policies

1. Our providers do not refill antibiotics or prescribe antibiotics without a formal evaluation of the illness.
2. Patients are not assigned to a specific provider. You must be willing to see any provider if your requested provider is not available for the time or day that you are requesting to be seen. The provider may be out of the office or have no availability in their schedule; potentially delaying your care.
3. Patients requesting a telehealth appointment must have had an in-person office visit within the previous 6 months.
 - a. Patients cannot have 2 telehealth visits in a row.
 - b. Some health concerns need to be evaluated in person and the provider may request that the appointment to be changed to an in-person office visit.
 - c. We do have to follow state laws for telehealth care.
 - d. Copays and deductibles do apply to telehealth appointments. It is your responsibility to know if your insurance covers telehealth visits.
4. Messages left to a provider that are asking for medical advice or treatment may result in a recommendation from the provider for an appointment.
 - a. If guidance or treatment is given via phone or electronically, we may charge for a phone fee or e-visit fee. Please understand that what may seem like a simple phone call or portal message takes office time and the use of our medical knowledge and decision making.
5. We cannot consult on the concerns or prescribe medications for someone that is not an established patient.
6. Please plan your medication refills in advance; at minimal 2 business days are requested for a medication refill. There are many variables that are out of our control that can cause delays in your medication refills.
 - a. If you have additional refills on your prescription, please request the refill from your pharmacy.
 - b. If a specialist is prescribing a medication, please contact their office for refills.
7. We continue to perform blood draw services in the office; however, all patients will be scheduled an appointment with a provider. Many blood draws require explanation of the test results, adjustment of medications, or a more thorough evaluation of your health condition that the blood work is needed for.
8. Failure to cancel your appointment PRIOR TO 24 HOURS in advance or a failure to keep your scheduled appointment will result in a \$50 fee that is NOT billable to your insurance

Insurance and Billing Policies

1. Copays and self-pay services are due at the time of service. Any residual co-insurance payments are to be received in a timely manner.
2. We cannot offer a discounted plan for services if you have any insurance plans due to our contracts with the insurance plans. If you have an insurance plan and decide to pay cash for a visit instead of billing your insurance, then we would charge the same fee that would be billed to your insurance.
3. If you do not have insurance, we do offer a self-pay plan for services. These services then are not reimbursable to any insurance plan as you are certifying that you do not have insurance coverage.
4. We are not in network with MediCAID; even if MediCAID is your secondary insurance. If we order any labs, imaging, or medications then MediCAID will not cover these services as the ordering provider is out of network. Depending on the service, MediCAID may become the primary plan, leading to uncovered services. For this reason, we cannot accept any of your insurances if you have MediCAID in any form. If you decide that you want to be seen by our providers, then payment for services would be received at the time that the services are rendered as listed in item #2 (no insurance or discounts will be applied to these fees).

I acknowledge that I have reviewed and understand these policies and am aware that a full list of office policies can be found on our website at drtommcgowan.com.

Signed: _____

Date: _____

***North Suburban Family Physicians will review and update policies periodically. Last updated 1/26/2023.