

WELCOME

Thank you for choosing Vails Family Practice.

FIRST VISIT

Each new patient visit is important. We believe by investing the time necessary to know you and your individual healthcare needs and goals in the beginning, we can serve you more efficiently and make your future visits more productive. During your first visit, you will meet with Dr. Vails to discuss your medical history and any current healthcare concerns.

GENERAL APPOINTMENTS

Office hours are by appointment only, however we are often able to see you the same day for urgent needs in ACCESS.

MONDAY & WEDNESDAY	8:00 a.m. to 6:00 p.m.
TUESDAY	10:00 a.m. to 4:00 p.m.
THURSDAY	2:00 p.m. to 6:00 p.m.
FRIDAY	10:00 a.m. to 6:00 p.m.

We are closed for lunch daily from 1:00 p.m. to 2:00 p.m.

Phone calls are answered daily beginning at 9 a.m. except on Thursday, when calls are answered after 2 p.m.

INSURANCE

We currently accept the following insurances:

SUTTER INDEPENDENT PHYSICIANS (SIP)

(Associated with Sutter Hospitals)

AETNA HMO
 ANTHEM BLUE CROSS OF CALIFORNIA HMO
 BLUE SHIELD HMO
 FISERV HEALTH—SUTTER SELECT
 HEALTHNET HMO
 PACIFICARE HMO

HILL PHYSICIANS HMO

(Associated with Mercy & Methodist Hospitals)

AETNA HMO
 ANTHEM BLUE CROSS CALIFORNIA HMO
 Healthy Families
 BLUE SHIELD HMO
 CIGNA HMO
 HEALTHNET HMO
 Healthy Families
 HEALTHNET MEDI-CAL
 PACIFICARE HMO
 WESTERN HEALTH ADVANTAGE HMO

PPO'S

AETNA	BLUE CROSS
BLUE SHIELD	CIGNA
DELTA HEALTH SYSTEMS	FIRST HEALTH
GREAT WEST HEALTHCARE	
HEALTHNET	INTERPLAN
OPERATING ENGINEERS	PACIFICARE
PHCS	UFCW
UNITED HEALTHCARE	

OTHER

MEDICARE
 STRAIGHT MEDI-CAL
 ANTHEM BLUE CROSS MEDI-CAL-EHS
 CASH

SCHEDULING

To provide truly comprehensive healthcare with exceptional service, we have designed a unique appointment schedule with these goals in mind.

- 1) Patient access to appointments is not delayed weeks or months.
- 2) Wait time in our office is minimal.
- 3) Patients shouldn't feel rushed during their office visit.
- 4) Each patient sees the same doctor at every visit.

To succeed we need your commitment and have instituted the following office policies and procedures.

OFFICE POLICIES & PROCEDURES

- *Please arrive on time.* If you are going to be late, please call to inform us. We will try our best to accommodate you, but you may be asked to reschedule.
- *Kindly cancel or reschedule your appointments 24 hours in advance.* Arriving more than 15 minutes late or failing to bring your co-pay which resulted in the rescheduling of your appointment, failing to arrive (no show), or canceling or rescheduling with less than 24 hour notice will result in a **\$25.00 charge** for each occurrence and will be billed directly to you. Future appointments will be scheduled after this amount has been paid. After the third occurrence, we will treat you for 30 days on an emergency basis only, during which time you can locate another medical provider.
- *Medications are refilled during normal business hours.* Please call your pharmacy and ask them to fax a prescription refill request to our office at 916.691.4302. Allow **5 business days**. There will be **NO** medication refills authorized after business hours.
- *Co-payments are due at the time of your appointment.* We accept cash, check, ATM, Visa and MasterCard. You will be asked to reschedule your appointment if you do not have your co-payment at the time of check-in.
- *Bring your insurance card to every visit.* This allows the check-in process to be quick and easy.
- *There is a \$10.00 charge to fill out forms (work, disability, DMV, etc.).* Insurance does not cover this fee. Please allow 5 business days for completion.
- *Urgent and Emergency Care.* We can often accommodate your urgent medical needs the same day during ACCESS. Please contact the office for an appointment during regular business hours. For an emergency that will lead to death or permanent disability without immediate treatment, call 911. On weekends, holidays, and after hours for **urgent medical** requests that cannot wait until the next business day, please call the office and you will be given instructions to reach Dr. Vails.
Please use this option judiciously, as Dr. Vails receives each of these calls personally at home.

LAB AND TEST RESULTS

We will attempt to contact you by phone within seven days of receiving most laboratory and test results.

I authorize Vails Family Practice to leave either of the following messages at this phone number _____ .

“Your lab/test results have been received and all tests are normal.”

“Your lab/test results have been received. Please contact our office to discuss the results.”

Again, welcome to Vails Family Practice. We hope that after your visit you will feel confident that you've made a wise decision by choosing our practice for your healthcare needs.

I have read, understand, and agree to the above office policies and procedures and have received a copy of this form.

 Signature of Patient or Representative Patient's Printed Name Date