

**A Patient's Guide To Parkway Medical Group  
(Office Policies as of 3/22/2010)**

Welcome! Thank you for choosing Parkway Medical Group (PMG) for your primary healthcare needs. Our mission is to fulfill our calling by providing excellent, compassionate healthcare. Please let us know how we can best assist you and your family. This guide has been developed as a reference tool outlining the basic information you and your family need about our medical office.

**Normal Operating Hours:**

- Monday – Friday: 8:00 am to 5:00 pm
- Saturday: 8:30 am to 12:00 pm

**Telephone & Fax:**

- Phone: 828-298-0333 (phones are open 8am-12pm and 12:30pm-4:30pm M-F)
- Fax: 828-298-0050

Please keep in mind that our call volume is greatest from 8:00 a.m. to 10:00 a.m. Please listen carefully to the menu options and select the one that best meets your needs.

**Emergencies:**

If you or a family member is experiencing a medical emergency, please dial 911 for Emergency Medical Services or go to the nearest hospital emergency center.

**After Hours Care:**

When we are closed, a provider is “on-call” via telephone to advise you about urgent matters. After hours calls are answered by our answering service. The answering service will page our “on-call” provider who will then call you.

**Prescription Refills:**

Please bring all prescriptions and requests for refills with you whenever you come for an office visit. It is Parkway Medical Group's preference that you call your pharmacy to request refills as this will expedite the refill request. Telephone requests for prescription refills will be handled as quickly as possible; however we may need up to **2 business days** to process your request. When leaving refill information on the prescription voicemail, be sure to provide the patient's name, date of birth, prescribing physician, medication, quantity, pharmacy, your name and telephone number. Parkway does not acquire preauthorization forms for patients, but are happy to fill them out once they are obtained by the pharmacy or the patient. All prescriptions picked-up at our office require a government issued picture ID for release.

**Pain Management/Narcotics/Scheduled Drugs/Controlled Drugs:**

Parkway Medical Group does not, nor any of its providers, offer long-term pain management services. Additionally, Parkway Medical Group does not accept new patients who are on narcotics, scheduled drugs, or controlled drugs. All patients receiving short-term prescriptions for narcotics or scheduled drugs will be asked to sign a *Controlled Substance Contract*, which outlines our expectations and requirements for continued short-term pain management/scheduled drugs services. Any violation of the Controlled Substance Contract will result in immediate termination from the practice and potential disclosure to law enforcement personnel.

**Antibiotics:**

Due to the standard of medical care, it is Parkway Medical Group's policy to require all patients requesting a prescription for antibiotics to first see a provider at an office visit. Parkway Medical Group does not prescribe antibiotics over the telephone.

**Urgent Care Needs:**

When you call because you or a family member is acutely ill, please select the “Speak to a Nurse” option (#2) on the phone menu. Our Triage nurse will assist you with getting an appointment the same day as your call. Parkway Medical Group has a provider whose sole responsibility is to see “work in” appointments for our acutely ill or injured patients.

**Insurance:**

PMG participates with many major insurance programs and managed care plans. Currently these include, but are not limited to: BCBS of North Carolina, United Healthcare, CIGNA, Aetna, Partners, Medicare, Medcost, Crescent, and First Health. As a courtesy, we will file your insurance claim for you, but you will be financially responsible for all non-covered services. Be sure to keep us updated regarding any and all changes with your insurance policies and be prepared to present us with your insurance card so we can scan it into our computer system. There is certain information that we need to be able to file your insurance claim, including your Social Security Number, if you are unable or unwilling to disclose all needed information to file a claim then we will consider you as a self-pay patient and payment for services will be expected at the time of service. We will, however, provide you with the necessary form to file your own insurance.

**Referrals to Specialists, Insurance Coverage, and Prior Authorizations:**

We will do our best to ensure we refer you to in-network specialists, obtain authorization when required, and provide treatment with sensitivity to insurance coverage and cost. However, **YOU** are the best and only person who truly understands your health insurance coverage and can guide us on how we can best serve you. Parkway Medical Group does not perform prior authorizations for insurance coverage via the telephone, rather we will fax the required information to your insurance company for prior authorization, if required. Again, Parkway does not acquire preauthorization forms for patients, but is happy to fill them out once they are obtained by the pharmacy or the patient. Before seeing a specialist, check with your insurance company to determine if that particular provider is “in-network”.

**Payment:**

We expect payment at time of service. Please come to your visit prepared to make all insurance co-payments, which will be collected prior to your visit. For self pay patients, we can establish payment plans under certain conditions. If you have any questions about your account, please ask to speak to a representative in our Billing Department. We accept cash, checks, Visa, MasterCard, Discover, American Express and debit cards. There is a \$25.00 fee for returned checks.

**Bad Debt/Collections:**

Parkway Medical Group expects payment for services rendered. Failure to pay outstanding balances in a timely manner will result in having your account assessed an additional \$10 collection fee. Additionally, past due accounts will be turned-over to an outside collection agency, which will damage your credit rating. If you have billing related issues, speak with a member of our billing team immediately.

**Cancellations and No Shows:**

When you need to cancel a visit, please contact us at least 24 hours prior to your scheduled appointment so someone else may use your slot. We reserve the right to assess a \$35.00 fee to patient’s accounts that do not show for an appointment and fail to notify us. This will be the patient’s responsibility and will not be filed with the insurance.

**Medical Records:**

We are committed to do our very best to protect patient confidentiality through proper handling of medical records and requests for information. If you need copies of your records, you will be asked to complete a form that includes your signature authorizing us to release your records. In certain situations there is a charge to obtain a copy of your medical records. Keep in mind that once a child turns 18 years of age, parents or legal guardians no longer have access to the child’s medical records without prior consent. If you have any questions about how we handle your medical information, please ask.

**Motor Vehicle Accidents:**

Motor Vehicle Accident (MVA) claims are usually paid by auto insurance, not your medical insurance. Usually, the policy of the driver at fault is the insurance that pays for the medical claims. Parkway Medical Group does not file insurance claims with auto insurers and therefore expects payment from you at the time of service. At the completion of the visit PMG will then give you the necessary information for you to file your own claim against the insurance of the at-fault driver. Parkway Medical Group is willing to file claims for you under the following situation only: If you provide confirmation, in writing, from your medical insurance carrier, that it is willing to process your MVA claims under the subrogation clause. Please note that it is your responsibility to follow up with your insurance to see if your insurance is willing to process your MVA claims under the subrogation clause.

**Services:**

We are proud to provide our patients from newborn to geriatric with a wide array of primary care services including: acute care, minor surgery, preventive health exams, complete physicals, full laboratory, x-ray, bone densitometry, and general and cardiac ultrasound. All of these services are available right here within our facility! Parkway Medical Group does not perform pain management services.

**Hospitalists**

Parkway Medical Group utilizes hospitalists when in-patient (hospital) care is required. In the event you are hospitalized the hospitalists will be in contact with our office to coordinate care.

**Our Providers:**

The physicians at Parkway Medical Group are all Board-Certified so you can rest assured that you and your family members are in capable hands, fully committed to providing the highest quality of care.

- Robert A. Barker, M.D.
- Shelli E. Cannon, M.D.
- James G. Halvorson, D.C.
- Daniel Hey, M.D.
- Wes Hite, D.O.
- John Rouchard, P.A.-C
- Sissel K. Topple, M.D.
- John C. Wander, M.D.
- Don E. Wilkinson, P.A.-C
- Melissa K. Zepp, M.D.