



People's Clinic

"Where People Matter"

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Welcome to the People's Clinic - "Where People Matter"

Our Goal is for every patient to get the medical care they deserve with compassion and concern from the entire office and medical staff. To help us achieve that goal, we have some office policies that will assist us in having our practice run more smoothly and efficiently.

Please Initial:

- _____ Due to patients needing appointment times, there will be a **\$75.00 NO SHOW** fee charged to your account if you do not show or call 24 hours in advance to cancel an appointment. After you have **NO SHOWED for three (3) scheduled appointments**, you will be terminated from the practice. Please be courteous and call to cancel your appointment so that if someone else is sick or in need of a provider we can use that time slot to accommodate them.
- _____ If you are **late for your appointment, you will be asked to reschedule**. All patients please **arrive 10 minutes** before your appointment time. Once a patient is late, then that throws the next scheduled patient later to be seen and then the provider is behind the rest of the day. Our goal is to try to limit your wait time as much as possible.
- _____ When making your appointment, it is very important to tell the scheduler **EXACTLY** what you need to be seen for. This allows the scheduler to block the correct amount of time on the provider's schedule to care for your needs. **The provider will only be only being treating the problem that you are scheduled for!!**
- _____ We ask that you schedule any routine physicals separate from any illness appointments.
- _____ All FMLA/Disability paperwork will be sent out to be completed to our copy company. They will send you an invoice for payment. Once they receive payment, that paperwork will be completed within 7-10 days. All other one page forms can be turned into the front desk to be reviewed and determined if we can do those in house or sent to our copy company for completion.
- _____ We will NOT do any medical treatment over the phone unless you've been seen for the same illness within the last 30 days.
- _____ No narcotic medications will be given on the first visit. We refer our patients to pain management for treatment/management.
- _____ We have a provider on call after hours 5:00 pm until 9:00 am for TRUE emergencies. On call provider will not call in narcotic drugs at any time.
- _____ Please provide us with your insurance card and pharmacy card at the front window at every visit. If your insurance changes, and you did not provide us a copy within the timely filing period, you will be responsible for your balance.
- _____ All minors must be accompanied with an adult to your visit unless an authorization form has been signed by the guardian in advance. These forms are available at the front desk.

COLLECTION POLICIES

Below is a list of our additional fees. I have read and understand all of our office and financial policies.

- Collection Policy: Patient agrees to pay all cost of collection including attorney fees, collection fees, and contingent fees to collection agencies of not less than 35%, such contingency fee to be added and collected by the collected by the collection agency immediately upon the default and our referral of your account. I understand that co-payments and all past due balances are due at time of visit. Return checks will automatically be charged back onto your account along with NSF fee.

Collection Fee – no less than 35% of the past due balance.

If your account reached 90 days with no payment, we will refer it to a collection agency.

Patient Name (Print)

Patient Signature (Parent/Guardian)

Date