

**Pilot Healthcare PL
Family Medicine**

Office Policies & Service

2020

It is a pleasure and an honor to serve you. We offer comprehensive medical care on a continuing basis. Therefore, in order to maintain continuity, I require a visit from all patients at least annually. You must agree to an office visit once a year. I also recommend a complete (all body systems) annual history and physical exam for those over 35 years of age. I believe periodic surveillance is important to uncover latent disease at an early stage, as well as update your data, and also impart any new medical information directly to you.

The quality of our relationship is really based on effective communication. It is essential to make a follow up appointment, regardless, to ensure improvement or stability, go over results, and plan future visits. We must “close the communication loop”. That is, do not assume that “no news is good news”. If, for some reason, you are not aware of a test result, you must take the initiative and make an appointment to discuss for your own safety. Proper tracking of medical events by this office, and yourself, is important to avoid missed opportunities for disease resolution.

Please bring all medicines and containers (**including over the counter**) to each appointment for accurate recording and reconciliation. We require that you obtain prescription refills during your visits only. **Please do not call the office for refills, an appointment is required.** Any “prior authorizations” required by your insurance will take extra time to process here after business hours. Also we recommend keeping your medication within the insurance formulary. Please bring the formulary with you to the office.

Laboratory, Imaging (X-ray,etc.), and procedure results (biopsy, pap, etc.) will require a visit to discuss follow up of the test, as discussed above regarding communication.

We are an independent medical office depending on your support. The insurance reimbursement issues have become very complex. Before you see me for care, you must know your insurance details. There are often “sub-plans” within an overall insurance plan. Often, we sometimes do not know the full scope of your coverage until we receive the “explanation of benefits” letter from the insurance company. You are in the best position to help me avoid insurance billing issues.

We continue to offer Travel Medicine consults, FAA/HIMS pilot exams, Immigration Exams, Opioid and Alcohol dependence treatment, and weight control programs. Please have a free consult regarding our non-surgical cosmetic procedures such as Botox, Juvederm (filler), and Pelleve (wrinkle reduction).

Our office **requires a 24-hour advance notice for any appointment cancellations.** In the event of a no call/no show, you will be responsible for a **\$25.00** administration fee. We appreciate your cooperation.

Printed Patient Name

Patient Signature

Date

