



Evansville Multi-Specialty Clinic, PC

812-475-1948 • Toll Free: 1-888-401-4DOC • Fax: 812-401-1267 • www.evclinic.com

Welcome to our Clinic

The physicians and staff would like to welcome you to the Evansville Multi-Specialty Clinic. We are committed to providing our patients with the best possible medical care. Our professional staff is readily available to meet you and your family's medical needs.

Our hours of operation are Monday through Friday 8am to 4:30pm. Our office phones are answered from 8:00am to 4:15 pm. The following is a list of requests from our providers in order to have your visits as streamlined as possible:

- All refill requests need to be made through your pharmacy. Once the request is made the pharmacy will fax over the refill request with the necessary information that we need to process the refill.
- All refill requests need to be made 48 hours before they are due. We will not always be able to refill prescriptions on the same day and request at least a 2-day notice.
- We do not refill or fill prescriptions after business hours or on weekends. This includes any controlled medication requests. Please see your new patient packet for additional information.
- During office visits, you are only allowed one additional person to accompany you to the room unless the patient is a minor or needs additional assistance. If the additional person is also a patient, we request they do NOT discuss their own medical issues. They may request an appointment if necessary.

Our office participates with all major insurance companies including Medicare and several plans of Indiana Medicaid. It is your responsibility to know if we are listed as an "in-network" provider for your individual plan. We will file your primary and any secondary insurance as a courtesy to you. We do NOT determine the amount of coverage you will receive, and questions concerning your benefits should be directed to your insurance company. It is the patient's responsibility to provide us with the most current insurance information. We also require a copy of your insurance card and a valid government issued photo ID. If you do not have a copy of your insurance card, or we are unable to verify your identity, you will be treated as an uninsured patient. Legally, we cannot file your claim without proof of your identity and your insurance card. This will be requested at each office visit, please be prepared to provide this information.

IT IS ILLEGAL TO FALSELY PRESENT AN INSURANCE CARD THAT IS NOT ELIGIBLE. THIS CAN BE CONSIDERED FRAUD AND ELIGIBLE FOR PROSECUTION.

ALL COPAYMENTS OR COINSURANCE IS DUE AT TIME OF SERVICE. IF YOU ARE UNABLE TO MAKE YOUR COPAY OR ANY OUTSTANDING BALANCE, YOUR APPOINTMENT MAY BE RESCHEDULED.

WE DO NOT SEE INDIVIDUALS FOR APPOINTMENTS FOR WORKMAN'S COMPENSATION OR MOTOR VEHICLE ACCIDENTS. If you are an established patient & involved in a workman's comp or motor vehicle accident, please go to your nearest ER or Urgent Care.

Our office staff will call you prior to your appointment as a courtesy reminder. If you are more 15 minutes late for your appointment time you may be asked to reschedule. If you no-show for 3 appointments within a calendar year, you will be asked to find another provider. If you cancel within 2 hours of you scheduled appointment, it will be considered a no-show appointment. Since new patient appointments require more scheduled time, no-show appointments for new patients will not be permitted to rescheduled unless authorized by the provider.

If you have any other further questions, please feel free to contact our office. We want to make every effort to assist and advise you. You will be asked to sign all forms for which you agree to comply and understand.

By signing this, you are agreeing to the above mentioned regulations set for by our office. Our office can change policies at any time and a new letter will be given to the patient with these changes.

Signature

Date

Printed Name