

## OFFICE INFORMATION

### Office Hours:

8:00 a.m.-5:00 p.m.      Monday-Thursday  
8:30 a.m.-12:00 p.m.    Friday

Appointments: Patient are seen by appointment only. This allows the provider adequate time to evaluate each patient. As you know, emergencies can come up during office hours that may affect the waiting time. The providers and office staff will do whatever is needed to minimize your inconvenience when such delays occur. In addition the office will accommodate same day appointments whenever possible if you have an acute need.

Cancel or Rescheduling: We ask that you give 24 hour notice, so that we may accommodate another patient during this appointment time. We do have several patients waiting on a priority list who are in need of an appointment before their scheduled time that are available to come in if there is an open appointment time.

Hospitalizations: University Primary Care utilizes a 24 hour hospitalist service at University Hospital. Our providers and staff work very closely with the service to ensure that you receive excellent care for your medical concern.

**Laboratory: Our practice only utilizes University Hospital to send laboratory/diagnostic specimens. Please let us know if your insurance company uses another preferred laboratory so we may give you an order form to take with you to your preferred laboratory.**

Fees: Fees will vary with the complexity of care and tests that may be required for evaluation and treatment of your condition. Our office can provide you with a cost estimate for treatment and our financial policy is included for your information.

Insurance Coverage: Your insurance is filed for all services rendered in this office. If you have a plan that requires a *co-payment* for your office visit, *you will be expected to pay this when you check in for your appointment.* After your insurance has paid, you will receive a statement reflecting the balance owed by you and prompt payment is expected. Even though you may have insurance please remember that you are ultimately responsible for payment of services rendered. If you need to set up a payment plan, our billing staff is available to assist. They can be reach at 706-774-7263.