

## **REFERRALS**

It is your responsibility to be aware when your insurance requires a referral to see a specialist. We will complete the referral for you and schedule your appointment with the specialist. We frequently have to leave a message for the specialist on their answering machine regarding your appointment. We will notify you as soon as the appointment is scheduled. If the specialist is "out of network", which means they are not covered on your insurance plan, it will take longer to obtain insurance approval. If you have not received an appointment time within two weeks please call us.

## **FEES AND INSURANCE**

We recognize the need for a definite understanding between the patient and physician concerning financial arrangements for medical care. Within our capabilities, our commitment is to provide the very best health care for our patients. It is your responsibility to know what your coverage is and which providers are covered under your plan. The best way to determine this is by calling the phone number listed on your insurance card. We believe the better you understand your insurance the better we can serve you.

Our office will prepare and file your insurance claim forms for you based on the information you provide to us. All patients must complete our patient information form prior to being seen by a physician. We must obtain a copy of your driver's license and a current insurance card(s). If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for services rendered. It is for this reason our staff frequently request updated copies of your insurance card(s) and ask you periodically update a patient information form.

Faculty Internal Medicine participates with most insurance plans including Medicare and Medicare

Advantage Plans. If we do not participate with your insurance carrier payment in full is expected at each visit. If we do participate with your insurance carrier but do not have an up to date insurance card, payment in full is expected at time of service until your coverage can be verified.

## **PATIENT'S RESPONSIBILITY**

Although Faculty Internal Medicine will gladly file your medical insurance on your behalf, medical insurance is ultimately a contract between you and your insurance company. It is the patient's responsibility to monitor the processing and payment of claims. Patients will receive a statement showing insurance and patient responsibility status. All copayments, deductibles, outstanding balances, and non covered services are your responsibility and required to be paid prior to seeing the physician. If you are unable to pay your balance in full, you may request to speak with a billing representative to arrange acceptable payment arrangements.

We accept cash, check, Master Card, Visa, Discover or American Express as payment for services rendered.



**FACULTY INTERNAL  
MEDICINE, PLLC**

# **WELCOME TO OUR PRACTICE**



**FACULTY INTERNAL  
MEDICINE, PLLC**

### **Turkey Creek Office**

11440 Parkside Drive, Suite 302  
Knoxville TN 37934

Phone: 865.218.9220 · Fax: 865.218.3331

### **Cherokee Mills Office**

2250 Sutherland Avenue, Suite 121  
Knoxville TN 37919

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[www.facultyinternalmedicine.com](http://www.facultyinternalmedicine.com)

## **WELCOME**

Welcome to Faculty Internal Medicine, PLLC (FIM). Thank you for choosing our practice. The physicians, nurses and staff of Faculty Internal Medicine appreciate the confidence you have placed in us. Knowing you have many questions about the nature and quality of the care we provide, we have prepared this brochure to answer as many of those questions as possible. If you have any additional questions, please feel free to ask. We want you to be completely satisfied with the medical care you receive at Faculty Internal Medicine.

## **QUALITY OF CARE STANDARDS**

Our physicians are board certified by the American Board of Internal Medicine. Our staff will work with other health care professionals in a coordinated, comprehensive, interdisciplinary approach. We respect your rights and confidentiality under HIPAA guidelines. Our office staff (nurses, receptionists and insurance clerks) are employed to assist us in the delivery of high quality care in the field of internal medicine. We are proud of them and the work they do. Our facilities have state-of-the-art equipment and are designed to help us provide our patients with comfort, safety and most importantly, the best possible care available in our area.

## **GENERAL INFORMATION**

Office hours are Monday through Friday, 8 a.m. to 5 p.m. Lab Hours are Monday through Friday 8 a.m. to 10 a.m. and 1:30 to 3:30 p.m. for scheduled return phlebotomy (blood draw).

We strongly encourage established patients to schedule lab work 3-4 days prior to your appointment. This enables your physician to discuss lab results at the time of your visit.

PLEASE refrain from wearing perfume, cologne, or scented lotions while in our office. Some of our patients, staff, and physicians are sensitive to the products.

## **HIPAA COMPLIANCE**

OUR THOUGHTS ABOUT YOUR PROTECTED HEALTH INFORMATION:

Your medical information is personal; therefore we are committed to protecting information about you. As our patient, we create paper and electronic medical records about your health, our care for you, and the services and/or items we provide to you. We need this record to provide your care and to comply with certain legal requirements.

We are required by law to:

- ensure protected health information about you is kept private;
- provide you with a Notice of Our Privacy Practices and your legal rights with respect to protected health information about you; and
- follow the conditions of the Notice that is currently in effect.

## **MEDICAL RECORDS**

We regard the physician-patient relationship as sacred - requiring trust, mutual respect, and confidentiality. The contents of your medical records remain confidential and will be released only with your written authorization.

There is no charge for sending your records to another physician. There is a nominal fee for other records requests. Extra forms, letters to lawyers, etc. will necessitate an extra fee based on the paperwork and time involved.

## **APPOINTMENTS**

Our patients are seen by appointment. We make every effort to ensure you are seen by our physicians in a timely manner. Arriving on time for your appointment is very important to the care we strive to provide. New Patients should arrive 30 minutes prior to appointment with all paperwork completed. Return patients should arrive 15 minutes prior to appointment time. We may not be able to accommodate late arrivals. If you cannot keep your appointment, please provide us with at least 24 hours notice. Patients who do not cancel appointments within 24 hours may be charged.

If you are having a life-threatening emergency, please call 911 or go to the nearest emergency room. After office hours, Faculty Internal Medicine answering service is available by calling our regular office telephone number. You may be charged for after hours phone calls if medical care is rendered.

## **DISMISSAL POLICY**

As unpleasant as it is to discuss, we reserve the right to dismiss a patient (at the physician's discretion) for violating the physician/patient relationship.

## **TEST RESULTS**

After the physician has reviewed your test results, you will be notified by telephone, mail or at the time of a follow up appointment. Please allow enough time for processing any tests. If you have not received results within three weeks, please call us.

- Lab and procedure test results take up to 2 weeks to process.
- We will contact you if you have abnormal results that need to be addressed.
- Normal results will be given at your next office visit or you will receive a letter in the mail within 1 month of testing.

## **MEDICATION REFILLS**

To facilitate prescription refills, we usually provide a 30 to 90 day order with 1 year's refills for each routine medication prescribed by our providers. We request you bring in all prescription medications at each visit (even those you take occasionally or from other providers) so we may update your profile while you are seeing the physician. Please let your provider know if you are willing to accept generic products or if you desire "name brand only". We do not refill prescriptions after hours.

- Routine medications will be filled at the time of your physician office visit.
- Please provide a detailed medication list at each office visit.
- Non-routine medication requests and pharmacy fax requests will be addressed within 3 business days.
- Scheduled narcotics will not be filled early without an appointment.

Should you at any time have comments on the care given by the physicians, staff or our facilities please let us hear from you.

