

**Anthony C. Zwaan, MD *Family Medicine***  
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**Practice Policies**

(1) Health care is a cooperative effort. I will provide you with medical care (which includes being “on-call” for emergencies), including treatment, advice and information. In return, I expect you to provide me with all information relevant to your health and to make an effort to improve or maintain your health. This will include regular well exams (“physicals”) and continuous effort to minimize self-destructive behaviors (such as smoking, excessive alcohol and overeating).

(2) If an appointment is made, we expect you to keep it. In general, we will not call to remind you of appointments. If you need a reminder, request a recall/reminder, or book your appointment closer to the time that it is needed or advised. Call to cancel if you are unable to make your appointment. The office retains the right to bill for missed appointments in the absence of a timely notification or explanation.

(3) Please familiarize yourself with the rules of your insurance plan. If necessary, call your insurance company regarding requirements or options. Sometimes routine services, such as annual physical exams, are not covered. It is your responsibility to know and understand the requirements of your particular plan. Keep us informed of any changes in your insurance.

(4) Family Physicians can provide most of your medical needs, and when necessary guide you to the appropriate specialist, as well as coordinate your care. If you have an appointment with a specialist that is a follow-up or has been previously discussed, contact us and allow 1-2 working days to properly authorize the referral. If we need more information, we may ask you to schedule a visit.

(5) Prescription refills are best handled during a visit. Bring your medications or a list to the appointment to avoid errors. Calls for refills will be handled only during regular office hours. As a rule prescription refills are not normally granted if the patient has not been seen in the past 6 months. Ask your pharmacist or insurance regarding prescription formulary questions or cheaper alternatives.

(6) If you have a co-payment, it is due at the time of service, as specified by your insurance policy. Co-insurance or balances remaining will be due immediately upon receipt of your insurance EOB or our notice to you. Secondary insurances are billed as a courtesy only. The patient is responsible for payment of the balance of the allowed charge in a timely manner. Unpaid balances are subject to a billing fee.

(7) FAA examinations and other occupational exams are payable prior to services rendered, and regardless of exam result. Practicing medicine in the 21<sup>st</sup> century is challenging, especially for the primary care physician. As impersonal as these office, insurance and billing policies may seem, they are absolutely necessary.