

Mitchell Family Medicine

2931 Long Prairie Road Suite 100
Flower Mound, TX 75022
Phone 972.355.3771 Fax 972.539.5870

Dear Patient:

Welcome to the medical practice of Ronnie Mitchell, D.O.,P.A.. We would like to take this opportunity to welcome you to our practice. This letter contains answers to some of the most commonly asked questions by patients entering our practice. We hope you will find this information useful.

Our office hours are Monday through Thursday from 8:00 AM – 5:00 PM and Friday from 8:00 AM – 12:00. Our office phone number is 972-355-3771. This line is answered 24/7 and should be used exclusively to contact our office. If you have a true medical emergency call 911 and go to the nearest emergency room. As we provide ambulatory care only, a hospitalist will handle any emergency room or inpatient care. They will keep Dr. Mitchell informed of your medical care and follow-up needs.

At Mitchell Family Medicine we practice preventative medicine as well as caring for your chronic and acute medical needs. Our practice philosophy is to try for early detection, early intervention and prevention. Regularly scheduled office visits allow us to better assist you in identifying and managing any chronic health problems you may have. We believe this is in your short and long-term best interest.

Being proactive about our health care can often help us prevent and/or prolong the onset of future health problems as we age. We firmly believe, and our experience has shown it to be true, that those patients who are consistent in keeping their appointments have fewer episodes of acute illness, difficulty with unstable chronic illnesses, and generally continue to enjoy better health overall.

We will call you 48 hours in advance of your appointment. We do understand that in today's busy world occasionally situations come up that are beyond your control. In those instances, we do request you extend us the courtesy of a 24-hour cancellation notice. This courtesy allows us to continue to operate efficiently and use the time that was reserved for you to help other patients in need. It is our policy that if you do not call to cancel within 24 hours of your scheduled appointment time you be charged a \$25.00 cancellation fee.

For the benefit of our patients we are contracted with several insurance carriers as a provider. You will want to check your benefits booklet or with the benefits department of your employer to verify that Dr. Mitchell is listed as a provider within your network. As part of our contract with the insurance companies we are legally required by the terms of the contract to collect any co-pays or deductibles from you at the time of service. We do ask that you be prepared to pay your co-pay at the time of check-in. Patients who do not have insurance coverage will be expected to pay at the time of service. An estimate of the amount that will be due will be collected before seeing the physician. Your balance will be reconciled at the time of checkout. Please discuss payment options with our staff prior to services being rendered. For your convenience we accept Cash, Check, MasterCard, Visa, Discover and American Express.

It is our desire to have a mutually respectful relationship with our patients. Failure to pay for medical services delivered in good faith will cause a patient's account to be turned over to an outside agency for collection. Should collection proceedings be required to collect an outstanding debt you will be responsible for all additional expenses incurred to collect the debt including the collection agency fees and any associated court cost. Should this become necessary you will also be discharged from the practice. If you should ever decide to file for bankruptcy proceedings against an outstanding debt owed to Mitchell Family Medicine it is the policy of our practice to withdraw as a healthcare provider giving legally required notice.

In a sincere effort to maintain patient satisfaction while honoring the need to maximize effectiveness and efficiency of our work processes, we have implemented procedures which we hope will let us provide you with the best quality medical care we can.

If you have tests ordered or blood work drawn at our office we will instruct you to make a follow-up appointment at the time of the tests or you will receive a call from the office after your test results are received. If you have any concerns after you've had the tests done and we have not contacted you, please call us.

Please bring all of the medications that you are currently taking to every visit. Our front office staff will also review your demographic and insurance information with you at each visit to ensure that we maintain your correct information on file. This allows us to be able to submit your claim to insurance in a timely manner.

Please evaluate your medication supply prior to your office visits and try to correlate all refills with your scheduled appointments. Medication refills will be performed during normal office hours and will require a 48 hour turnaround time. To obtain a medication refill, please call your pharmacy with the prescription number and they will submit the request to us. Please check with the pharmacy after 48 hours. We will only call you back if there is a problem with refilling your request. If you utilize a mail in pharmacy we will write the prescription, but it becomes your responsibility to mail it in.

Please allow 5 – 7 working days for the completion of any forms, prior authorizations, or letters. Please be aware that any form brought by to be completed may need a visit with the doctor.

Your medical records are strictly confidential. The Health Information Portability and Accountability Act (HIPAA) restricts us from releasing any information without your written permission. There may be times when you may request that we provide copies of our records on you to other entities. We do incur an expense to provide you with this service and that cost will be passed on to you. Our fee for copies is \$25.00 that includes copying up to 25 pages. There is a \$0.50 charge for each additional page. If the cost for the copies is not reimbursed by the receiving entity that you have authorized to obtain these records you will be responsible for payment before the records can be released. There will be no charge to send records to another physician for continuation of care.

Thank you for allowing us to assist you with your health care needs.

Sincerely,

Mitchell Family Medicine
Ronnie Mitchell, D.O., P.A.