

Dear Patient,

Thank you for choosing LiveOn Medical Center to provide for your healthcare needs. It is our pleasure to welcome you to our healthcare family and we hope to foster a relationship with you and your family for years to come. Family physicians are trained to care for most aspects of your health needs. We are “generalists” in that we can care for children and teens, as well as adults and seniors. Please feel free to share the news of the practice with your family and friends.

We will do our best to provide you with same-day office visits. Providing the highest quality of professional care to our patients is very important to us. Therefore, the following guidelines have been established:

Phone Calls:

During office hours at any time during the message you may press 0 (zero) to speak with the front desk. If your concern is not urgent you can use this simple menu to leave a message for:

- 2 - Prescription Refill Requests
- 3 – Medical Assistant or Provider
- 4 – Referral Requests
- 5 – Hours of Operation and Directions

After office hours, calls are routed to our After Hours answering service.

Appointments:

It is our intent to see you as soon as possible, given the constraints of our mutual schedules. We try to keep a portion of the schedule open for “same day” appointments. Our staff will offer you the first available appointment and will make every effort to accommodate requests. Please be aware that emergencies do arise which might delay your scheduled appointment.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 15 minutes late. We will do our best to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

You will need to bring your insurance card and a photo ID with you for each appointment. If you are unable to provide us with your insurance card, your appointment will need to be rescheduled. You will be asked to provide your insurance card and ID at every visit.

Please bring all of your prescription and over-the-counter medications with you at each visit.

You may make appointments online at www.liveoncenter.com which utilizes a website www.zocdoc.com. Once you are an established patient you will be able to access our secure Patient Portal where you can request refills, appointment, and much more.

Our Office Policy for a Missed Appointment is:

- If it is an appointment for a new patient, the appointment will be rescheduled once
- Patients with cancellations **less than 24 hours** prior to their appointment as well as missed appointments are charged a \$50 no-show fee.
- Three (3) no-show appointments may result in dismissal from the practice.

Our Office Policy for Missed Ultrasound Appointments is:

- Patient's with no-shows or cancellations **less than 48 hours** prior to their appointment will be charged a no-show fee of \$100.

We understand that appointments sometime need to be changed. Please call us back if you need to change the time of your appointment to avoid any missed appointment charges at (770) 302-6780.

Our Office hours are:

Monday – Thursday	8am – 6pm
Friday	8am – 5pm
Saturday	9am – 1pm

Prescription Refills:

For the fastest and most accurate handling of refill requests, please request the refill directly from your pharmacy and they will then electronically transmit your refill request to us for fast and accurate processing. Please allow 2 business days for processing of refill requests, although we average less than one business day under most circumstances.

If a LiveOn provider did not write the prescription, an appointment will be required prior to processing the request.

Please keep in mind that requests for certain needs, such as for pain medications, controlled substances or antibiotics will need an office visit. Please plan accordingly. Additionally, if we have not seen you within the last six months, an appointment will be required to process the request. Please make sure to schedule an office visit prior to running out of your prescription.

Referrals:

Patients whose insurance plans require referrals to specialty physicians must first receive authorization from our office and **our provider must be listed as your Primary Care Physician (PCP)**. To request a referral, please call our referral line – option 4. If you have not been seen in our office within the past six (6) months for the condition necessitating the referral, you will need to schedule an office visit prior to receiving the referral.

Identification:

For billing purposes, please bring current photo identification (driver's license) and your insurance cards with you at the time of your scheduled visit. **Please be aware that the names on both cards must match.**

Patient Privacy:

The office will maintain the confidentiality of patient financial and medical information, as required by law. Upon registration, you will be provided access to our privacy policy and be asked to sign a form acknowledging the policy (HIPAA form).

Medical Records:

Original records are the property of the Practice. Per federal regulations, we require a signed Release of Medical Records form prior to processing requests for copies. In some instances, you will be charged a fee sufficient to cover duplication of records and postage/shipping costs. We require payment in advance. Processing will be completed within 15 days from the date we receive your signed authorization and payment.

Financial Policies:

We require you to pay the patient portion of your payment (co-pay) in full at the time of visit. Payments may be made in the forms of cash, check, MasterCard, Visa, American Express, Discover or debit card. Please be aware that federal regulations require us to collect all co-pays and bill for all services. To assist you in understanding your financial responsibilities, please refer to the Patient Financial Policy.

Billing Inquiries:

Please call our Billing Specialist at (770) 302-6782 regarding billing questions. Our staff will make every attempt to assist you. Please have the necessary information available that you wish to discuss. Please feel free to visit our website at liveoncenter.com for more information about the practice and like us on [Facebook](https://www.facebook.com/liveoncenter).

UNDERSTANDING YOUR INSURANCE COVERAGE

Your health insurance policy is an agreement between you and your insurance company. The policy lists a package of medical benefits such as tests, drugs and treatment services. The insurance company agrees to cover the cost of certain benefits listed in your policy. These are called “covered services.”

Your policy also lists the kinds of services that are not covered by your insurance company. You have to pay for any uncovered medical care that you receive. Keep in mind that a medical necessity is not the same as a medical benefit. A medical necessity is something that your doctor has decided is necessary. A medical benefit is something that your insurance plan has agreed to cover. In some cases, your doctor might decide that you need medical care that is not covered by your insurance policy.

Insurance companies determine what tests, drugs and services they will cover. These choices are based on their understanding of the kinds of medical care that most patients need. Your insurance company’s choices may mean that the test, drug or service you need isn’t covered by your policy.

Our staff will try to be familiar with your insurance coverage so he or she can provide you with covered care. However, there are so many different insurance plans that it’s not possible for your doctor to know the specific details of each plan. By understanding your insurance coverage, you can help your doctor recommend medical care that is covered in your plan.

- Take the time to read your insurance policy. It's better to know what your insurance company will pay for before you receive a service, get tested or fill a prescription. Some kinds of care may have to be approved by your insurance company before your doctor can provide them.
- If you still have questions about your coverage, call your insurance company and ask a representative to explain it.
- Remember that your insurance company, not your doctor, makes decisions about what will be paid for and what will not.

Most of the things your doctor recommends will be covered by your plan, but some may not. When you have a test or treatment that isn't covered, or you get a prescription filled for a drug that isn't covered, your insurance company won't pay the bill. This is often called "denying the claim." You can still obtain the treatment your doctor recommended, but you will have to pay for it yourself.

If your insurance company denies your claim, you have the right to appeal (challenge) the decision. Before you decide to appeal, know your insurance company's appeal process. This should be discussed in your plan handbook. Also, ask your doctor for his or her opinion. If your doctor thinks it's right to make an appeal, he or she may be able to help you through the process.

We look forward to helping you live longer and live better!

Your LiveOn Healthcare Team

Patient Rights and Responsibilities

The employees and medical staff of LiveOn Medical Center recognize that you are an individual with unique needs and perspectives. The following reflects your rights and responsibilities as we work with you to provide your care.

YOU HAVE A RIGHT TO:

- Make informed decisions regarding your care
- Know who is responsible for coordinating your care
- Receive considerate and respectful care without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression, as well as source of payment for care
- Expect care to be given in an environment free from all forms of abuse or harassment and in a safe setting
- Ask for and receive complete and understandable information about your condition and care
- Request and/or refuse treatment
- Request auxiliary aids when necessary for effective communication
- Receive private and confidential care
- Receive an explanation of your bill
- Request and receive information contained in your medical record within reasonable time frame
- Expect that confidentiality of information in your medical record will be maintained

YOU HAVE A RESPONSIBILITY TO:

- Provide complete and accurate health, medical and insurance information
- Learn and understand the proper use of your insurance plan services and procedures for obtaining coverage. This includes knowing the referral policy for your plan, laboratory restrictions and outpatient facilities covered by your plan as well as co-pay requirements
- Always carry your insurance plan identification card and be prepared to show it at each office visit.
- Keep scheduled appointments and to notify the office promptly if you will be delayed or unable to keep an appointment (24-hour notice)
- Be considerate, courteous and respectful of all office personnel and other patients
- Ask questions and seek clarification until you fully understand the care you are receiving.
- Communicate changes in your health and/or condition to your caregivers
- Follow your caregiver's instructions or discuss with them any obstacles you may have in complying with your prescribed treatment plan
- Accept responsibility for refusing treatment or not following your prescribed treatment plan
- Be aware that your right to be involved in your plan of care does not include receiving medically unnecessary treatment
- Meet financial obligations associated with the health care services received (co-pays, deductibles, non-covered benefits or services)
- Respect and follow this office's rules including those that prohibit offensive, threatening, and /or abusive language or behavior