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541-488-1116

Welcome to our practice and thank you for choosing our office. As a valued patient it is important for you to become familiar with our office and some of our office policies.

CHECK-IN: We ask that you check in with a receptionist upon arrival at each appointment.

ON TIME POLICY: Patients must be on time for all appointments, you may be asked to reschedule if are more than 10 minutes late. Patient may call ahead to check if doctors are on schedule.

PLEASE BE AWARE: If you are given a patient packet (of any kind), we ask that all pages are completed and returned TWO days prior to your scheduled appointment. If you are unable to return them for review, we will accommodate a re-schedule. We thank you in advance for your cooperation.

CANCELLATIONS: We require 24 hour notice for all cancelled appointments. When a cancellation occurs without 24 hour notice, you may be responsible for the appointment charges. We do not bill insurance on those occasions.

INSURANCE BILLING: We will bill your insurance as a courtesy to you, as long as you present a current insurance card and picture ID. If payment is not received from your insurance, any balance will be your responsibility. If you are unable to verify your insurance or do not have your insurance card, full payment is due at the time of service. It is your responsibility to verify insurance coverage for specific procedures and preventative exams. If you encounter any problems, we are happy to assist you.

CO-PAYMENTS: If your insurance requires you to settle with a co-pay, it is due at the time of service. We do not bill for co-pays. If for any reason we end up having to send you a bill to collect a co-pay, we will add an additional \$20 statement fee.

SELF-PAY PATIENTS: Patients without insurance are asked to pay at the time of service. If you have no insurance and are paying with cash or check only, you are eligible for a 20% discount.

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MEDICARE: Medicare patients are required to pay for service at the time it is provided. Our office does not accept assignment with Medicare, therefore, Medicare as well as your secondary insurance should reimburse directly to you. However, we will bill Medicare for you.

PRESCRIPTIONS: If you need a prescription, please call our office and make an appointment to see your primary care provider. If you need a refill, please contact your pharmacy and they will fax us the request (even if your prescription says “no refills”). This is the fastest and easiest way to refill prescriptions. **Please plan ahead and request a refill prior to running out of your prescription.** Allow a **minimum of 72 HOURS** for refills to be approved.

OFFICE HOURS: Our office hours are Monday-Friday from 8am-5pm
We are open for lunch
We are closed Saturday and Sunday

AFTER HOURS: If you reach our office after business hours here are the steps to follow:

In case of an **emergency** that requires immediate attention hang up and dial **911**.

To talk to the doctor on call regarding an **urgent matter**, remain on the line and the answering service operator will assist you.

To leave an after-hours message, call the office (541.488.1116) and the answering service will assist you.

Please be sure to fill out all necessary patient forms and return them two days prior to arriving to your scheduled appointment. Please bring your insurance card and a photo ID so that we can make a copy for your file.

If you have any questions regarding these policies or other concerns, please call the office and our staff will be more than happy to assist you. Once again, thank you for choosing our office and we look forward to seeing you at your appointment.

I acknowledge receipt of these policies and agree to follow them as outlined above:

Name: _____

Signature: _____ Date: _____