

Stephens County Hospital

OB/GYN

230 Hospital Drive. – Toccoa, Ga. 30577 706 - 282-5860 - Fax 706-282-5869
www.stephenscountyhospital.com

Kathryn McKinney, MD
Amy Ledford, CNM

Welcome To Our Practice!

Thank you for choosing us as your healthcare provider. We are committed to providing you with quality and affordable health care. Below are our office and financial policies. Please read it, ask us any questions you may have, and sign it in the space provided. A copy will be provided to you upon request.

- **Phones.** Telephones are answered Monday through Thursday from 9:00 a.m. to 5:00 p.m. and Fridays from 9:00 a.m. to 12:00 p.m. Telephones are turned off from 12:00 p.m. to 1:00 p.m. for lunch.
- **Emergencies.** If you have an emergency after hours please go to your nearest emergency room and/or call 911. **Please note that prescription refills and referrals are not considered emergencies and will not be done after hours.**
- **Prescriptions.** Before you come to your regular appointment, you should look over your medications, to determine if you need to request any refills at your appointment. We do require office visits on a regular basis for all of our patients taking prescription medication. The interval will vary depending on the type of medication prescribed. Please be sure you have enough medication to last until your next scheduled visit. It is very important to request your prescriptions during your office visit. Please bring all your medications to each appointment. This is important to make sure that you are taking the correct medications and the correct doses. We will take the time to carefully review your medications and write refills at your office visit.
- **Prescription Refills.** If your prescription should run out before your next scheduled appointment we ask that you call this request into your pharmacy. Your pharmacy will then call the office if authorization is needed. Your refill requests will be handled by this practice within 48 hours after your pharmacy's request is received. **Prescriptions will not be called in after hours or on weekends.**
- **Referrals.** Referrals to other physicians or diagnostic facilities can take up to 72 hours for our office to process. **Referrals will not be done after hours or on weekends. You are required to notify us at least 72 hours in advance of an appointment requiring a referral.** Failure to do so may result in your referral being denied by your insurance company and therefore making you responsible for any and all charges incurred at the specialist's office.
- **Test Results.** Should you have any laboratory work or other diagnostic testing done through our practice, you will be notified of the results as soon as they are available (usually within 5 working days from the test date). All results must first be reviewed by the physician. You will then receive a call from the doctor's assistant or a card in the mail with the physician's instructions.
- **Records Release.** It takes our office 5 business days to process records requests. Records will be released to any physician upon your written request and authorization as a courtesy.
- **Forms Completion.** Our office charges \$10 for the completion of forms. This includes FMLA, disability, etc. These charges will be your responsibility and must be paid before the forms are completed.
- **Insurance and Payment Policy**

Stephens County Hospital

OB/GYN

230 Hospital Drive. – Toccoa, Ga. 30577 706 - 282-5860 - Fax 706-282-5869
www.stephenscountyhospital.com

Kathryn McKinney, MD
Amy Ledford, CNM

- **Proof of Insurance.** We ask that you present your insurance card to us at every visit. If you fail to provide us with the correct insurance information at each visit, you may be responsible for payment for all services provided.
- We are contracted with most insurance plans. If you are not insured by a plan we are contracted with, payment in full is expected at the time of service. If you are insured by a plan we are contracted with but don't have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage.
- Your health insurance contract is between you and your insurance company. Knowing your insurance benefits is your responsibility. Any questions or complaints regarding your coverage should be directed to your insurance carrier.
- **Co-Payments.** Your insurance company requires us to collect co-payments at the time of service. Waiver of co-payments may constitute fraud under state and federal law. Please help us in upholding the law by paying your co-payment at each visit.
- **Non-covered Services.** Please be aware that some or all of the services you receive may be non-covered or not considered necessary by your insurer. You must pay for these services in full.
- **Claims Submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request.
- **Payment Options.** All co-pays are due at time of service and any balances remaining after your insurance pays are due at time of billing. All charges for elective Surgical Procedures and Obstetrical Care, subjected to a deductible and coinsurance amount will be due prior to the date of surgery or delivery. Payment plans are available. **We accept cash, check, VISA, MasterCard, and Discover.**
- **Missed Appointments.** Please help us serve you better by keeping any scheduled appointments. Any patient arriving 15 minutes after the scheduled time will be asked to reschedule their appointment. We ask that you give us at least a 24-hour notice if you need to cancel your appointment.

I have received a copy of Stephens County Hospital's OB/GYN Practice Policy.

Printed Patient Name

Patient Date of Birth

Patient/Responsible Party Signature

Date