

**Thank you for selecting HVMG Primary Care – Ellwood City for your healthcare needs.
Please review the following information carefully.**

ALL PATIENTS:

Office Policies/Procedures

- ❖ Please arrive 15 minutes prior to your appointment time.
- ❖ Please bring the patient's Insurance card(s) and Photo ID (patients over 18yrs) to each visit.
- ❖ Please bring your medications, in their bottles, with you including dietary/herbal supplements.
- ❖ NO pain medications/controlled substances/psychiatric medications will be prescribed by this office. You will be referred to the appropriate specialist(s).

Financial Policies/Procedures

- ❖ Please call your insurance company to change your primary care physician.
- ❖ Please be prepared with your Co-Payment(s) which are due at the time of the visit.
- ❖ Repeated Appointment Cancellations/No-Show(s) may result in the following:
 - Additional fee(s) may be charged
 - The patient may be discharged from our practice
- ❖ Ordering tests, procedures, immunizations/medications will be based upon your healthcare needs - we are NOT able to guarantee insurance coverage. Please contact your insurance company with any questions. The member services telephone number is normally on your insurance card(s).

PEDIATRIC PATIENTS:

- ❖ Please provide the most current immunization list for your child(ren).
- ❖ A parent or legal guardian must be present for us to treat a child, under the age of 18 years.

Important scheduling information: Below are appointment types as defined by the insurance industry. Please schedule according to your most urgent needs.

Annual Physicals (not paid for by Medicare insurances):

This appointment is a review of current health status, medications, test results, healthy habits & lifestyle. **NO acute/new issues** will be addressed during this visit.

**A separate appointment will be scheduled –or- your physical appointment may be rescheduled if emergent symptoms are present.*

Office Visits: This appointment is used to discuss non-urgent new problems/symptoms or to review medications and chronic conditions (diabetes, migraines, etc.).

Acute/Same Day Visits: This appointment is used to address acute or urgent symptoms, illnesses or a complication to a chronic condition (asthma, diabetes, etc.).