

Watertown Family Practice Associates S.C.

Patient Agreement

As a patient of Watertown Family Practice Associates, you are expected to follow certain policies. These policies have been put in place by Watertown Family Practice to ensure that you receive the best possible care. These policies also keep the clinic running smoothly and efficiently for all patients and staff. Please read through the following statements carefully. Your signature is requested on the final page, and this signed page should be returned to a receptionist before you leave today. We are pleased to have you as a patient and look forward to continuing to care for you.

- All new patients are required to register for our Patient Portal. The Patient Portal is our online communication system. On the Portal you can: send and receive messages directly from your provider, view upcoming appointments, view your medications and request refills, view lab and other test results, check your account balance, and much more! At check-out, you will be given a summary with information on how to access your Patient Portal.
- Patients who have been prescribed medications by one of the clinic providers are required to attend an annual 'Med check' appointment in order to continue to have medications refilled. Due to changes in Wisconsin and DEA requirements, Watertown Family Practice providers will not prescribe any chronic narcotics or opioids to new patients. These medications will need to be managed by a pain clinic and Watertown Family Practice providers will not provide an interim supply of these medications.
- Watertown Family Practice expects patients to follow age recommended wellness requirements. These vary by age. Examples would include: Annual Wellness Visits (historically known as a physical), routine colon cancer screenings (colonoscopies), age appropriate vaccinations, and other preventive measures. Please note that there are specific elements that most insurance companies will cover for free during Annual Wellness Visits. These elements include, but are not limited to: medical history review, medication review, recommended wellness updates (colonoscopies, mammograms, vaccines), and review of stable issues. Additional charges may apply if changes or adjustments to medications are needed or if acute concerns are brought up during this appointment (example: joint pain, mood changes, skin issues, or other new health concerns).
- Based on CDC guidelines, Watertown Family Practice requires all children to be immunized.
- If you are unable to make it to an appointment, we require 4 hours' notice. If you call less than 4 hours before your scheduled appointment time, it will be considered a late cancellation. Multiple late cancellations will result in extra charges or possible dismissal from the clinic.
- If you miss an appointment without calling ahead of time, this will be considered a missed appointment ("No call, No show"). Multiple 'No Shows' will result in extra charges or possible dismissal from the clinic.
- It is important to arrive on time for your appointments in order to allow the provider adequate time to properly treat you and other patients on their schedule. Arriving late to an appointment may result in your appointment having to be rescheduled at the provider's discretion.
- All copays are due at time of check-in. If you are unable to pay your copay at check-in, your appointment will be rescheduled. Copayments are enforced by insurance companies. Patients are required to pay copays in order to cover certain parts of their health care as part of the insurance plan they signed up for. Providers are required to collect copays, or they risk being dropped as participating providers by insurance companies.
- Patients who do not have insurance, or have insurance that we cannot verify will be considered 'Self pay'. Self-Pay patients are required to give a \$250 cash or credit deposit at check-in. You will be given an encounter form that the nurse and provider will fill out during your appointment. This form should be returned to receptionists after your appointment. You will be given a total cost for your visit. If the total is paid same-day, you will be given a 25 % discount.

ALL NEW PATIENTS MUST PRESENT THEIR INSURANCE CARD AND PHOTO I.D. AT CHECK IN. IF UNABLE TO DO SO, YOUR APPOINTMENT WILL HAVE TO BE RESCHEDULED.

Thank you for choosing Watertown Family Practice!