

OFFICE POLICIES:

You are responsible for your office visit co-pay at the time of your appointment.

All prescriptions will be filled at the time of your visit. **There will be a \$20.00 charge for all refill requests that need to be called into the pharmacy. PER THE OHIO BOARD OF PHARMACY, SUBSTANCE CONTROLLED MEDICATIONS WILL ONLY BE FILLED DURING AN OFFICE VISIT.** The Family Practice Center of Salem Inc. requires 24 hours to refill any prescriptions not requested at the time of your visit.

Outstanding balances are due within 30 days of your first statement. For those patients who do not carry medical insurance, payment in full will be required at time of check out. If you are unable to pay your balance in full, you can contact our billing department to set up a payment plan. Payment plan amounts are determined upon your current balance due. Failure to pay your balance will result in your account being sent to a collection agency. Collection agency fees will be the patient responsibility and added to the unpaid balance. Patients sent to collection will be terminated from the practice along with all immediate family members.

**Family Practice Center
Of Salem Inc
2370 Southeast Blvd
Salem, Ohio 44460
(330)332-9961**

OUR MISSION:

Our mission is to provide utmost quality care to our patients and their families.

OUR MEDICAL STAFF:

Dr. Brianne Bagwell M.D.
Dr. Constantine Economus M.D.
Dr. Michael Sevilla M.D.
Dr. Joseph Rousher M.D.
Lorraine Wonner , Nurse Practitioner
Rachel Carbon, Nurse Practitioner

OFFICE HOURS:

Monday	7am – 4:30pm
Tuesday	7am – 4:30pm
Wednesday	7am – 4:30pm
Thursday	7am – 4:30pm
Friday	7am – 4:30pm
Saturday	8am – 12pm

****Saturday Urgent Care Hours Only****

If your visit is due to a personal or motor vehicle accident injury, you will be responsible for the payment at the time of visit. We do not file claims with automobile insurance carriers. A more detailed outline of this policy is available upon request.

There will be a charge for all forms that require completion by the physician or office staff. The charge is determined by the length and time put into completing each form. The charge will be applied to your account balance. A Patient Information Release Form must be on file before any information will be released.

All copies of medical records need to be requested in writing. There is a \$.10 per page charge due upon receipt. If your records are placed on a disk, you will be responsible for a one-time charge of \$10.00. The Family Practice Center of Salem Inc requires 24 hours once the medical request form is signed for those records to be picked up.

Due to high volume of patients seen each day, most calls will be returned within 24 hours. Patients will be notified of Abnormal Lab Results Only. Please sign up for our patient portal to review all results.

Cancellation of an appointment must be made 24 hours in advance. As a courtesy we will make an attempt a reminder call 2 days before your scheduled appointment. Failure to show for your scheduled appointment will result in a "NO SHOW" charge based on the type of appointment scheduled. Patients with continuous cancellations and no-show appointments will be terminated from the practice for non-compliance.

If you present multiple medical problems during a routine office visit, you will be asked to schedule another visit so that the physicians can address all of your medical needs. The following medical issues require a separate visit: Hospital Stay follow-up, ER follow-up, Pre-Surgical work-up, minor surgical procedures and Physical or Annual Wellness Visits. Due to insurance guidelines certain services will not be performed at a Physical or Annual Wellness Visit.

It is the policy of the Family Practice Center of Salem to see a patient before prescribing any antibiotics or new medications. If you are experiencing symptoms or continued problems after starting a medication, you will be required to schedule an appointment with your physician.

Medicare wellness visits will be performed by our Nurse Practitioner. They are designed to help prevent disease and disability based on your current health and risk factors. You will be asked to complete a questionnaire as part of the visit. Answering these questions can help you and your physician create a personalized prevention plan to help you stay healthy and get the most out of your visits. It may also include:

- * review of your medical & family history
- * updating your current medication list
- * Height, weight, blood pressure & other routine measurements
- * detection of any cognitive impairment
- * personalized health advice
- * A screening schedule for appropriate Preventative services
- * Advance Care Planning

If you have additional medical needs or need prescription refills, you will need to make a follow up appointment with your physician.

Due to the large number of patients with respiratory problems and allergies, PLEASE DO NOT APPLY PERFUME OR COLOGNE PRIOR TO YOUR VISIT.