

Peter Grant, MD

Office Policies & Procedures for Our Patients

Thank You for choosing Dr. Peter Grant as your Primary Care Physician.

We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. The staff at Dr. Peter Grant's office strives to exceed expectations in care and service in order to make your experience with us as comfortable and stress-free as possible. Please feel free to contact our office if you have any questions concerning our policies.

OFFICE HOURS

Our office staff is available Monday-Friday, 9:00am to 5:00pm*, and may be reached at (708) 524-1747. An answering service is available to assist you before and after these scheduled office hours if necessary. The answering service will ask your name, telephone number, and the reason for your call. This information will be relayed to the doctor on call. For routine questions and refill requests, we ask that you please call the office on the next business day. In the event of an emergency, please call 911. If you need to make an appointment, please call during regular business hours.

Our patient coordinators will always assist you to the best of their abilities during office hours. However, on clinic days, questions or messages requiring the attention of medical staff will be answered at the end of the day, unless urgent. To help us better assist you, please provide patient coordinators all information pertaining to your question or concern - including allergies, previous meds tried, and your pharmacy information.

*Office hours listed are with the exception of holiday office closures.

APPOINTMENTS

Dr. Grant's office is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments well in advance of follow-up due dates, as clinic days can book quickly. When calling for an appointment, please provide our patient coordinators your name, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information.

While we strive to schedule appointments appropriately, emergencies can and do occur in medicine, and Dr. Grant will always give his patients the time they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling be necessary on your appointment date. We will make every effort to keep your waiting time to a minimum.

To ensure quality care, Dr. Grant does not treat patients he has not seen (i.e., we will not call in prescriptions or offer medical advice for patients prior to their initial office visit, or for whom we do not regularly see). Follow up visits are scheduled after all testing/labs have been completed, so that results may be reviewed together, and an effective and appropriate plan for your healthcare can be determined.

Because clinic days are often fully booked weeks in advance with wait lists as well, it is the policy of this office that cancellations must be made within 24 hours of scheduled appointments. Please let us know in a timely manner if you are unable to make your appointment, and we will be happy to reschedule it for you at your convenience. If appointments are not cancelled within 24 hours of scheduled times, a no-show fee of \$25.00 will be added to your account.

**Please be advised that no-show charges are patient responsibility and will not be billed to your insurance company.

INSURANCE

You will be asked to provide your insurance card(s) at every visit. This is to ensure that the information we have is correct, and that your plan is current and one in which we participate. Out of date cards with incorrect information or the wrong insurance cards can cause unnecessary delays in the payment of your claim.

It is the patient's responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment.

All office co-pays are to be paid at the time of service. This is an insurance company policy. We accept cash, checks or credit cards.

As a courtesy to our patients, Dr. Grant's Office is happy to file insurance claims on your behalf. The insurances we work with include: Cigna PPO, Aetna, BCBS PPO, BCBS HMO(West Suburban Health Providers) United Healthcare, Humana, Medicare, Medicaid, and Worker's Compensation (if under a year old). If you do not see your insurance listed here or do not have insurance, please contact my practice manager, Karyn Medina, to discuss alternative options, discounts, and/or payment plans as appropriate.

We will submit insurance claims for our patients. However, the agreement of the insurance carrier to pay for medical care is a contract between you and the carrier. You should direct any questions and/or complaints regarding coverage to your insurance carrier, your employer (if in a group plan), or to your agent.

Insurances vary in their coverage, and it is the patient's responsibility to understand his/her medical benefits. There may be limitations and exclusions to coverage. The patient portion is set by the insurance company. Patients are responsible for any co-insurance, deductibles, and any other non-covered billable services.

We do not bill third parties. It is the responsibility of the patient to satisfy any outstanding balances here. We will provide statements as proof of payment for patients to pursue reimbursement from the third party payor.

FORMS/LETTERS

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at Dr. Grant's Office will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time-consuming, it may take up to 3 business days to complete the forms.

MEDICAL RECORDS

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. All patients can request a copy of their medical record one time, free of charge. Additional copies may be requested for \$1.00 per page for the first 25 pages, and \$0.25 for each additional page. Payment is required at time of pick-up/delivery. Legally, medical offices have up to 30 days to complete requests for records. However, our patient coordinators put forth every effort to respond to these requests within days of receipt.

PHYSICIAN/CLINICAL PHONE CALLS

Your calls will be routed to the appropriate Clinical staff. Complete messages may be taken as needed. Please let them know where you may be reached, including both day and evening numbers. Your call will be returned at the first opportunity. Urgent calls will be immediately routed to the designated Clinical staff and prioritized accordingly.

TESTING, ORDERS, AND RESULTS

Testing will not be performed by the facility without a physician's order. You must take your physician's order with you to the testing site. Please be aware there is a 72 hour turnaround time for non-urgent calls requesting duplicate copies of original orders from our office. There may also be a fee for duplicate orders. Radiology and Pathology results are generally available within 3-5 working days. You will automatically be called with your results. If you have not received a call from our office within 5-7 working days from the date of your test or procedure, please call and ask for the Clinical staff.

Please note that narcotic medications cannot be refilled over the phone. These orders require an office visit and a paper prescription signed by Dr. Grant. Early refills will not be given.

Changes and/or new prescriptions can only be completed by the physician. Please do not ask staff to alter your medication(s) or dosing instructions.