



LANDMARK INTERNAL MEDICINE

7615 Clarington Cove,

Southaven, MS 38671

Phone: (662) 536-2500 Fax: (662) 536-2505

GENERAL POLICIES AND PROCEDURES

Our mission is to provide our patients with the highest quality of care in the most sensible and cost-effective way. We strive to treat each one of our patients as we would want to be treated ourselves. We believe in treating all our patients with respect and equality.

COVID POLICY: We are doing all we can to keep all our patients and staff safe. If you are sick with any symptoms suggestive of COVID-19, we ask you to call our office before coming to our office.

PATIENT PORTAL: We strongly encourage you to sign up for our patients' portal. This is the best way for you to get your results on time and always have your medical information at your fingertips.

PROVIDING CARE WITHOUT SEEING PATIENTS: We do not treat nor offer any advice on the phone without seeing the patient either in person or through a Telehealth visit. Rendering proper medical care to our patients requires complete evaluation and our undivided attention. We will only treat problems, even minor ones, with an office visit.

TEST RESULTS: Our policy is to inform you of the results of any tests our providers ordered for you, either lab testing or radiology. These results will be provided during your follow-up visit. We do not mail or call with results. Please ensure you have a follow-up appointment.

MEDICATION REFILLS: We will only refill medications if it is during an office visit. We do not call in refills. Please schedule an appointment before you run out of medicine or need a refill.

FILLING OUT FORMS: We only fill out forms such as FMLA, short-term disability, diabetic supplies and shoes, and other forms ONLY during an office visit. Please bring those forms with you during the visit. Do not ask anyone to fax us those forms. There is a charge for completing forms.

PRIOR APPROVAL FOR MEDICATIONS: All insurance companies now have their own "Preferred" list of medications. We will substitute any medicines you take with a similar one covered by your plan as long as the provider feels it is the best treatment for your condition. We will attempt to process a Prior Authorization, but you must fight with your insurance if they deny it.

HOSPITAL ADMISSIONS: Our practice is only an outpatient practice. We do not admit our own patients, but we have an agreement with different hospitalists across the city who will take care of you if you are admitted.

ORDERING LAB TESTS: We have NO financial incentives to order lab tests for you. We collect the blood specimen here, but that is sent to a reference lab that will bill your insurance and you.

REFERRAL TO SPECIALISTS: Should our physicians decide that a referral to a specialist is needed, we will gladly arrange that for you. We best do this to coordinate your care.

BILLING: Co-pays, Co-insurance, and deductibles will be due at the time of service. When you visit the office, we ask that you bring your current insurance information and be prepared for the monetary requirements established by your insurance plan. We accept all major credit cards. We do accept cash. We do not take personal checks. Statements will be mailed monthly. We do not send statements for co-pay as this is expected at the time of service. We will only hold accounts open for 60 days before it is turned over to collection unless payment plan is established.

ACKNOWLEDGEMENT

I have reviewed the policy and procedures of LANDMARK INTERNAL MEDICINE, and agree to its terms