



David Barney Family Medicine
6690 Crossings Dr. SE suite C, Grand Rapids, MI 49508

p: (616) 600-1885
f: (616) 600-2782

Office Policies

Office Hours and After Hours: Our office hours are Monday, Tuesday and Thursday 8:00 AM-5:00 PM, Wednesday 8:00 AM-7:00 PM and Friday 8:00 AM-3:00 PM. We are closed for lunch from 12:00 PM-1:00 PM. After hours, call the office at (616) 600-1885 and you will be connected to the provider on call. While twenty-four hour coverage is available, please address routine questions and medication refills during office hours, and reserve after-hour calls for urgent medical concerns. **If you have a medical emergency, go directly to the Emergency Room or call 911.**

Prescription refills: Please call for refills several days prior to running out of your medication. The practice is allowed 48 business hours to refill medications.

Same day care: We strive to provide same-day appointments for sick or injured patients. If able, we encourage you to call early in the day for a same-day appointment.

Care for Minors: Typically, children under 18 years of age are considered minors. Minors need to be accompanied by a parent or legal guardian. A written consent to treat form must be signed and dated by a parent or legal guardian if the child is unaccompanied for the appointment. The parent or legal guardian accompanying a minor for services is responsible for any required payments at time of service (i.e: co-pay, coinsurance, deductible).

Payment for Services: Payment for services is expected at time of service. If we do not participate with your health insurance plan, you are responsible for the full payment at the time of service. Please contact your insurance carrier to verify our participation. Your insurance plan requires that you present your insurance identification card(s) at each visit to ensure correct billing and eligibility information. If your insurance requires you to select a primary care physician, one of our providers must be selected in order for you to be seen. If we are not provided with correct insurance information or cannot verify insurance coverage, payment will be expected in full at time of service. Co-pays, coinsurance and deductibles must be paid at the time of service. Everyone should obtain a summary of covered benefits from their insurance company. Please contact your insurance company with any questions you may have regarding your coverage or insurance payment issues. Services we provide may be non-covered by your insurance. Payment for service is ultimately your responsibility.

Methods of Payment: We accept cash, check, money order and debit/credit cards. If a payment is made by check and it is returned due to insufficient funds or account closed, you will be charged \$25. Future payments will be accepted in cash, money order or debit/credit cards only.

Nonpayment or Overdue Payments: If you are not able to pay for services, please notify our billing company, IPC billing at (616) 459-6867. If your account balance is over 90 days past due and no payment has been received, your account status will be pre-collections and you have 10 days to pay unless other arrangements (ie: payment plan) have been made. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency and you and your immediate family members will be discharged from this practice. If you are discharged from our practice, our physicians will only be able to treat you on an emergency basis for 30 days.

Missed Appointments: We request 24-hour notice for appointment cancellation. If you repeatedly miss your appointment, we may charge a \$25 no show fee which must be paid prior to being seen. Missed appointments interfere with our ability to provide the highest quality of care for all of our patients.

I agree for David Barney Family Medicine and IPC Billing to service my account or to collect any amounts I may owe, they may contact me by telephone at any telephone number associated with my account, including wireless telephone numbers, which could result in charges to me. They can also contact me by sending text messages or emails, using any email address I provide. Methods of contact may include using prerecorded/artificial voice messages and/or use of an automatic dialing device, as applicable. David Barney Family Medicine complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Your signature below confirms you have read, understand and agree to our financial policy. A copy for your records will be provided upon request.

Signature of Patient (or Parent/Guardian)

Date