



KEVIN L. JACKSON, M.D.
INTERNAL MEDICINE

2430 Village Professional Drive, Opelika, AL 36801

Welcome to the practice of Dr. Kevin L. Jackson. Here are a few guidelines we would like you to be aware of:

1. You must notify the office of changes in address, telephone number or insurance.
2. Please bring your insurance card to every visit. **You will be responsible for payment of charges from services rendered if we are unable to verify benefits.**
3. Insurance companies require collection of your co-pay or contracted percentage of services at every visit. If you have a deductible that has not been met you will be required to pay for the visit in full. If your insurance company does not pay for a service, the charges will be the responsibility of the patient. We recommend that you always question your insurance company regarding your benefits and do not assume that everything done in our office is covered by your insurance carrier. Many insurance policies now require referrals, if your policy requires referrals to other physicians it is your responsibility to notify our front office prior to your scheduled visit with other physicians in order for your visit to be covered.
4. We accept cash, check, Visa, Master Card and Discover.
5. Financial arrangements will be required for balances which remain unpaid after two statements have been received prior to scheduling an appointment.
6. There is a \$35 fee for returned checks.
7. Medical records can be sent to another physician as a courtesy free of charge upon receipt of signed medical records release. Patient copies of medical record can be obtained for a fee. Copies of the medical record will be provided within 7 days with a prepayment.
8. Requests for FMLA, Disability or Leave of Absence paper work will be completed for a flat fee of \$25, please also allow 7 days for completion of these forms.
9. Patients are seen by appointment only.
10. Rescheduling may be necessary if you are more than 10 minutes late for your appointment. We will try to work you in if time allows.
11. If you are unable to keep your appointment kindly give notice no later than 24 hours. If 24 hour prior notification is not given, you will be charged \$30 for the missed appointment.
12. Sample medications will only be provided at the time of your scheduled appointment.
13. In general, wellness/physical examinations cannot be scheduled on the day you call. We reserve only a certain number of these exams per day. We recommend that you schedule your wellness/physical well in advance to get your preferred time of day or day of the week.
14. Patients on medication for ADHD will be seen for medication check-ups every 6 months. Refills for ADAD medications will be provided only if these appointments are kept. You may call our office to request a refill for ADHD medications. .
15. Medication refills can be requested over the phone to treat stable, chronic medical conditions (maintenance medications) that require ongoing medication (i.e. blood pressure, diabetes), as long as the patient is established and has been seen for the condition within 6 months. Refills will not be provided after hours or on weekends. Please allow 24 hours for these refills to be completed.
16. Prescriptions for acute illness may be called in from time to time as long as the patient's account and regular appointments are current and up to date. There is a fee of \$10 for local pharmacies and \$15 for out of town pharmacies.
17. You may access the Clinical Summary for each visit via our patient portal.
18. Our nurses are always available during business hours to serve your needs. You can ask to leave a message for any questions you may have. All messages will be returned on that business day; however, depending on the daily schedule, these calls may not be returned until the end of the day. If you feel you need to be seen you should speak with someone in the front office to schedule an appointment, as the schedule fills quickly.
19. An on-call physician is available to you via our answering service for calls after regular business hours. After hours contact with the physician is intended for urgent medical problems only. Questions about appointments, billing, referrals, refills or other issues of a non-urgent nature should be placed during normal business hours.
20. In case of emergency, call 911 or go to the nearest hospital emergency room.

By signing below you acknowledge that you have read and understand the office policies.

Signed: _____

Date: _____