

## **GOPPERT TRINITY FAMILY CARE**

### **Office Hours:**

**Monday, Tuesday, Thursday 8:30AM -9:00PM**

**Wednesday 8:30AM-5:00PM**

**Friday 9:00AM-5:00PM**

**Every other Saturday morning 8:30AM-12 Noon  
276-7600**

### **Patient Information Sheet**

**We are committed to providing quality healthcare for patients of all ages. From prenatal medicine to the care of older adults, and are well trained to serve your entire family. We want to take this opportunity to thank you for choosing our office for your medical needs.**

The information below is outlined to inform you of our policies and processes to help in meeting your health care needs.

- Upon each visit, you will be asked to verify/update your personal information, and provide our office with a copy of your current insurance card. This allows our Billing Service to correctly file your claims to the insurance company, and our Providers the ability to reach you.
- Co-payments, deductibles, and account balances are expected at the time of service. While we will file all unpaid balances to your insurance company, it is the responsibility of the patient to know the specifics of their personal insurance benefits
- Our office works by appointment only. In order to better serve you, we ask that if you are unable to keep an appointment, that you cancel 24 hours in advance. This allows us to refill those slots with other patients needing appointments. Those patients failing to cancel appointments may be dismissed from the practice.
- Patients with appointments will be seen in the order their appointment was scheduled.

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- On occasion our Obstetrical patients will deliver during clinic hours, which could result in a delay of scheduled appointments. We will make every attempt to notify you in advance of your scheduled appointment.
- We ask that you not utilize your cell phone in the clinic, as it could be disruptive to other patients.
- We ask that you not bring food or drink to the clinic.
- **REFERRALS:** Please allow 48 hours for processing all referrals, as some insurance companies will require prior authorization.
- **MEDICATION REFILLS:** Please allow 48-72 hours for all refill requests. Please request your refill from your Pharmacy. Your Pharmacy will fax a request to our office for authorization.
- During our Evening hours, Saturday hours, and Wednesday afternoons, our office will operate from Suite 201.
- We have a Resident Physician on call 24 hours each day for emergencies, at 276-7600.
- We send all of our lab work to Lab One. If you need to have only lab work performed, you may schedule at one of their convenient locations to have your blood work drawn. You only require an order from your Provider.