

Patient Information

Our goal at Avera Medical Group Rheumatology is to provide quality service to all of our patients in a timely manner. The following information is to provide you with concise information about conditions, expectations, and procedures at Avera Medical Group Rheumatology.

Late Appointments

We will make every effort to schedule an appointment within a reasonable amount of time. Sometimes appointments take longer than planned or an emergency may rise. Every effort is made to stay on schedule. **If you arrive 10 minutes late for your scheduled appointment, you may be asked to reschedule.**

No Show / Missed Appointments

Patients who are unable to keep their appointments are requested to give 24 hours or one business day notice **prior** to their appointment. We realize and understand that this is not always possible and our clinic will consider each case. Providing such notice allows the clinic time to offer other persons the opportunity to see our physicians, thus using their time more efficiently.

Missed appointments will be recorded. **If a patient misses (3) three appointments, or repeatedly cancels an appointment with less than 24 hours notice, he/she will be considered dismissed from Avera Medical Group Rheumatology and a letter of dismissal will follow.**

Nurse Call Backs

If you need to speak to a nurse and they are unavailable, you will be asked to leave a message. Messages left in the morning will likely be returned the same day. Calls left after noon may be returned the following business day. If the doctor and nurse are out of town, calls will be returned the following day.

Medication Refills

All medication refills should be directed to your pharmacy. Once we receive the pharmacy request, we request 24-48 hours to process. Refills will not be filled after 3pm weekdays, noon on Fridays and no refills on weekends. Medication refills will be authorized only if required lab tests have been completed.

Lab / X-Ray Results

If you have a lab test or x-ray done between clinic visits, normal results will be communicated to you at your next clinic visit. If labs are abnormal or concerns arise, we will notify you.

Insurance

We ask you to bring your current insurance card(s) to your clinic visit. Accurate and up-to-date information will help us file and process your claims promptly.

If your insurance requires a primary care referral- this referral needs to be done prior to your clinic visit. If no referral is obtained prior to your visit, you will be responsible for the bill.

A Time of Service payment of \$75 will be collected at the time of your appointment, unless a specific co-pay is listed on your insurance card. Cash, check, credit or debit cards accepted.

Thank you.

Avera Medical Group Rheumatology