



2024 NOTICE OF PRACTICE POLICY UPDATES AND REMINDERS

Thank you for choosing Nation's Best Family Healthcare where our motto is,

“We Provide the Most Comprehensive Medical Care in Bay County”

We strive to continuously improve our services by enhancing our skills and abilities. We currently offer the following services:

- 1) Broad Spectrum Primary Care including some elements of pain management and controlled substance medications
- 2) Urgent Care each clinic day – Walk-in and same-day appointments available
- 3) Commercial DOT exams. OEUK exams and other pre-employment physicals
- 4) Occupational Medicine Evaluations including PPD, FIT, drug screens, audiograms, respirator fit tests, spirometry, vaccination campaigns, and many other services
- 5) Mental Health Counseling
- 6) Medicare Annual Wellness Exams, School Physicals, and other Annual Exams
- 7) Pre-operative surgical evaluations (pre-op clearance)
- 8) Immunizations
- 9) Lab Draws
- 10) Botox Treatments, Fillers, and Microneedling +/- Platelet Rich Plasma (PRP)
- 11) Joint and Tendon Injections
- 12) Cryotherapy and skin biopsies
- 13) Environmental and Food Allergy Testing and Treatment
- 14) Weight Loss Program with Nutritional Counseling and Medications
- 15) On-site Xray and Ultrasound
- 16) On-site Medication Dispensing, Supplements, and Skin Treatment (Zo products)
- 17) Hormone Replacement Therapy
- 18) PRP Therapy for Joint and Tendon Repair
- 19) IV Vitamin and Nutrient Therapy
- 20) Electromagnetic Muscle Building and Lipolysis Therapy
- 21) VA Disability Nexus Letters

We appreciate your business and want to provide the best healthcare possible. To meet the demands of our patients, and the insurance companies that provide your benefits, the following policies are required to be a patient at our medical practice:

- 1) Medicare Annual Wellness Visits are mandatory each year for patients with Medicare or Medicare replacement plans.
- 2) Screening exams monitored by insurance companies are mandatory, such as mammograms, colonoscopies, and diabetic retinopathy exams.
- 3) Medicare and Commercial Insurance Quality Metrics must be addressed, including Blood Pressure Control, Medication Adherence, Glucose control, cholesterol management, and tobacco and alcohol counseling.
- 4) Appointments are limited to 2 ISSUES PER VISIT. If we are caring for multiple conditions, then multiple appointments are required.
- 5) Medicare Patients eligible for Chronic Care Management (CCM), must be enrolled in this program to better manage their care. CCM may result in fewer office visits for patients.

- 6) Medical Marijuana Users DO NOT receive controlled substances from our practice on an ongoing basis.
- 7) Payments for past services must be paid before receiving additional healthcare services.
- 8) Telephone and web requests that require a provider's order or time will result in a charge for services provided.
- 9) Services you receive may not be covered by Medicare or other insurers. These services may include telephone and paperwork requests and virtual visits. You are responsible for any balance on your account.
- 10) If you do not cancel your appointment at least 24 hours in advance, you will receive a fee. These fees are not covered by insurance. The no-show fee is \$100. The same-day cancellation fee (less than 24 hours notice) is \$50.
- 11) Medicare Patients using our clinic for urgent care or other issues who are assigned to us by Medicare utilization metrics, must adhere to these policies even if their primary care is performed elsewhere.

We realize these requirements are significant but we feel they are necessary as we strive to create the healthiest population possible. We also realize you have a choice in selecting your medical care.

- ***If you AGREE to these policies, no further action is required.***
- If you DO NOT AGREE to these policies, please initial and sign below and return to office staff to process your self-discharge.

_____ I DO NOT AGREE with these policies and will seek my care elsewhere. I understand I am self-discharging from the practice and will only have emergency services available from Nation's Best Family Health Care for the next 30 days.

Print Patient Name

Patient Signature

Patient Date of Birth

Date

We thank you for your cooperation and look forward to providing you with great care and outstanding customer service.

Roman Nation, MD, FAAFP, USAF Veteran
Medical Director
Board Certified Family Medicine Physician