

Memphis Internal Medicine and Pediatrics Associates, PLLC

A division of: Consolidated Medical Practices of Memphis

Office Policies

Preparing Yourself for Your Appointments

If you are currently taking any medications, please bring all medicine, or current medication list, with you to every appointment. If you need a physical or need fasting blood-work please fast for at least 6 hours prior to your appointment time. (You may drink water or black coffee). Please be aware of what your insurance benefits are. If you would like a vaccination or a special blood test please contact your insurance first to see if it is covered. Please bring your insurance card with you to every appointment. Please be aware most insurance companies are covering a Physical Exam or Well Visit at 100% with no co-pay. However, it must strictly be a well visit. If any acute problems are treated then you will be subject to pay your co-pay.

No Show/ Cancellation Policy

If you do not show up for your scheduled appointment, or do not give 24 hours notice of cancellation you will be subject to a \$20 fee. Your insurance will not cover this and you will have to pay out of pocket. If you are more than 20 minutes late for your appointment, you are giving up your appointment time, we will try to work you in if time permits but you may be asked to reschedule.

Inclement Weather Policy

In case of inclement weather, we will follow the Shelby County Schools schedule. If inclement weather should occur while school is not in session, we will check the street and weather conditions to make our decision. If you have an appointment on a day that we decide to close, close early, or open late, we will make every effort to contact you. Please be sure to keep your phone numbers updated with us. If we decide to stay open and you do not want to take the risk, you may call and cancel your appointment and will not be charged a fee. We will also post any closings on our Facebook page.

Medical Records Policy

If you would like a copy of your entire medical record, we will make copies for you for a charge of \$25. However, if you would like them faxed to another physician's office we will do that for no charge. Please allow 7-10 business days for your request. We can mail records to you or you may pick records up at the front desk. For security reasons, we cannot fax any medical records to your home or employer.

Prescription Refill Policy

If you need refills on medication before your next appointment, please call our nurse's line and leave a voicemail with your name, date of birth, phone number, pharmacy name and phone number, name of medication and strength of medication. The nurses check the voicemail throughout the day. Please check with your pharmacy to make sure your medicine is ready to be picked up. If your prescription requires prior authorization please allow up to 48 hours for refills. Most insurance companies take 24-48 hours to approve medication that requires authorization.

FMLA Papers/ Medical Forms

If you need FMLA papers or any medical forms filled out there is a \$25 fee. You may drop off the papers at the front desk and we will call you when they are ready to be picked up. Please allow 7-10 business days for them to be completed. If you would like to make an appointment to have papers filled out they will be completed during your visit.

Lab Only Visits

If you need to come in without seeing a physician or nurse practitioner for lab-work, injections, or vaccinations you do not need to make an appointment. You may come in anytime except for between 12:00-1:00 PM since we are closed for lunch. Please arrive at least 30 minutes prior to closing time.

Sick Visits/ Work- In Appointments

If you or your child are sick and need to come in please call ahead of time so we can work you in. We do keep slots available every day for emergency visits. If you walk in without an appointment or calling ahead, we will do our best to see you but there may be a waiting period.

Insurance/Billing Questions

Since we are a division of Consolidated Medical Practices of Memphis, this name will appear on any statements from us. If you have any questions about a statement or bill please contact our billing office at 901-261-5825.