

Alabama Family Practice, P.C.

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PATIENT INFORMATION

TO OUR PATIENT

Thank you for selecting our office to serve you and your family's health care needs. It is our goal to provide efficient and effective health care in a clean well-organized facility, which places the patient first. Every effort will be made to attend to your medical care in a timely and caring fashion. Our goal is to work with you providing you with the most up to date health care. We have expanded our facility to include **Laser Wellness Med Spa**, a medical spa and wellness center. We look forward to building a warm, dependable and lasting relationship with you and your family. The practitioners at Alabama Family Practice and Laser Wellness Med Spa hope to meet your total health care needs.

SERVICES OFFERED

A Family Practice provider must possess knowledge in medical care that includes pediatrics, internal medicine, gynecology, minor surgical and dermatological procedures, preventive health care and geriatrics. It is our goal to continually pursue current medical knowledge and training and give each patient the best comprehensive medical care. We aim to prevent and control illness through setting treatment and management goals with our patients.

SOME SPECIFIC MEDICAL SERVICES AND PROCEDURES ROUTINELY OFFERED INCLUDE:

- Physical Exams / Check-Ups
- Acute / Chronic Medical Problems (ages 5 & up)
- Dermatologic Treatment / Surgical Procedures
- Thorne Medical Vitamin Supplements
- Aesthetic Medicine: including Botox, Fillers, Laser Hair Removal, Vein Destruction, IPL for Sun Spots, and Redness, Exilis Skin Tightening and Fat Reduction. Facial Rejuvenation with Lasers, Chemical Peels, and Micropenning.
- Minor Surgery (In-office)
- Immunizations
- Wound Repair
- Family Planning / Birth Control
- Preventative Health Care
- Women's Health / GYN Exams (Paps, Mammograms)
- Medical grade skin care products

OFFICE HOURS AND APPOINTMENTS

Office hours are 8:00 a.m. until 4:30 p.m. Monday through Friday by appointment. Please call ahead for an appointment. If you need to reschedule an appointment, please call at least 24 hours in advance. Charges may be incurred if we are not notified in advance for a cancellation. The office is closed daily from 1:00 until 2:00 p.m. for lunch.

TELEPHONE CALLS

When you call, our telephone system will give you a series of options in order to direct you to the person you need in the most efficient manner in order to prevent extended waiting periods. **We do answer all messages that are left and it is best to leave a message when you are unable to reach someone.**

In consideration of the patient-provider relationship, patient office visits are not interrupted for telephone calls. The office staff has been trained to answer many of your questions. Please leave your name, telephone number, your date of birth and the general reason for the call. Your message will be discussed with the physician and answered as quickly as possible.

We do not call in prescriptions. Our policy is to electronically prescribe or give written prescriptions that last until your next appointment. If you are running low on medication, you probably are due for a follow up and should schedule an appointment. You may be charged \$25 if a refill is needed prior to follow up.

AFTER HOURS, WEEKENDS, AND HOLIDAYS

For **NON-URGENT** problems (test results, prescription refills) after office hours, on weekends, and on holidays you should call our telephone number (213-3606) and leave a message for the appropriate nurse to answer our next business day. Please attempt to get all refills of medication at your office visits.

If you have an **URGENT** problem and need to speak to your physician, call 277-8330 to reach the hospital operator and they will reach the physician on call. Please make after hours call for emergency situations only.

IF IT IS AN EMERGENCY GO DIRECTLY TO THE EMERGENCY ROOM OR CALL 911!

ADMISSIONS

Care for our inpatients is provided by Baptist Hospital Physician Services of Central Alabama. These physician specialize in hospital medicine and work closely with our practice.

PATIENT RESPONSIBILITIES

You are responsible for assuring that we are on your insurance plan's list of participating providers. Please make sure that you have all necessary referrals or precerts for procedures and specialist visits and that are scheduled on your behalf. If this is not done prior to procedure or visit, your insurance company may refuse to pay the claims for these services.

PAYMENT POLICY

Payment is due at the time services are rendered. We accept cash, check, VISA, MasterCard, Discover, or Debit card. There will be a late charge of \$20.00 for any copay not paid at time of service and there is a \$35.00 returned check charge. All outstanding balances will be collected up front prior to seeing the physician. Your cooperation with this policy of payment is appreciated.

FORMS, LETTERS, AND OTHER PAPERWORK

Due to the increased time required to complete forms, letters, and other paperwork (i.e. FMLA, Prior Authorizations, etc.) there will be a charge of \$25 for prior authorization forms. The fee for other forms, letters or paperwork is \$50 for the first page and \$25 for each additional page. There may be a charge of \$25 for prescription refills not obtained at an appointment.

MEDICAL RECORDS REQUEST POLICY

Please fill out a request form for records indicating where they are to be sent and for what purpose. Records are sent once weekly by a contracted service. A fee may be charged for records requested.