

Curtis Haskins, MD
curtishaskinsmd.com

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PRACTICE POLICIES

Please read these policies carefully. We understand that there is a lot of information here, but the more you know about this type of medical practice, the more you will benefit from our patient-centered approach.

Scheduling Appointments

Patients are generally seen by appointment only. We schedule 8-10 appointments per day with some additional **open appointments** available for those who call in with issues that cannot be handled with a phone visit.

In most cases, we will be able to see you the same day or next business day.

Please help us maintain a **timely schedule** by:

- Arriving 15 minutes prior to your appointment in order to complete any necessary paperwork. In order to accommodate you more efficiently, please download the appropriate forms from this site, complete them to the best of your ability and bring them with you to your appointment. Please call if you are running late. Please understand that your appointment time cannot be extended due to a late arrival.
- Calling the office first to schedule an **open appointment** versus walking in
- Bringing your medications, or an updated list with dosing, to each visit

Phone Visit Policy

It can be very difficult to recognize and treat illnesses over the phone. The best attention and treatment is always delivered in person. Open appointments allow for this. However, if you feel you have a *single, simple problem* and understand the limitations of "telemedicine", Dr. Haskins will be happy to discuss your complaint with you. Please realize that time for discussion on the phone, documentation in the chart, and calling in a medication(s) to your pharmacy takes valuable time and, thus, a \$50 fee will be charged to your credit card. However, there will be no charge for the call if it is determined that you should be seen in the office instead. In the interest of patient safety and responsible medicine, phone visits are available only to *established* patients of Curtis Haskins, MD. In most circumstances, controlled substances will not be prescribed for phone visits.

Cancellation/No-Show Policy

Your appointment time is reserved especially for you. If you are unable to keep your appointment, please call to cancel at least 24 hours prior to your scheduled time. This allows us to offer that time to another patient. If a patient fails to show for his/her appointment, and does not call in an appropriate amount of time, there will be a \$50 fee charged to the account. Patients who consistently fail to keep their appointments, without proper notice, will be dismissed from the practice.

After Hours and Emergency Access

If you have a life-threatening medical emergency, please call 911 immediately. Dr. Haskins can be reached after hours by leaving a message on the (urgent) voice-mail line. This is only for medically urgent, non life-threatening issues that cannot wait until the next business day. This is a service available to **established** patients of the practice only. Most importantly, never delay emergency treatment while waiting for a call back from the after-hours line.

All non-urgent issues should be addressed by calling the office number, where a message can be left anytime. During the times when Dr. Haskins may be out of town, or otherwise unavailable, urgent patient issues will be forwarded to another physician with whom Dr. Haskins has arranged coverage.

Inpatient Hospital Coverage

In the event you need to be admitted to the hospital, Dr. Haskins will use the hospitalist service of the hospital that you choose.

Insurance Plans Accepted

Curtis Haskins, MD is a **direct-pay practice**. *We do not accept insurance of any kind.* However, please bring your insurance card with you for us to copy in the event we need this to help you. Not accepting insurance saves us time and money allowing us to offer you a higher level of personal service than what you can receive at a traditional practice.

Financial/Payment Policy

Payment-in-full is due at the time of service. We accept Visa, MasterCard and Discover for your convenience; and, of course, cash. Sorry, we cannot accept checks.

Prescription Refill Policy

The best time to request prescription refills is during an office visit. As a general rule, Dr. Haskins will provide you enough refills to cover you until your next appointment. The task of documenting, calling and faxing pharmacies to refill prescriptions is very time-consuming. If your current prescription bottle indicates that you have remaining refills, please contact your pharmacy. Requests from the pharmacy to renew an expired prescription will require 24 hours to process, if granted. If requests are received after 12:00 noon on Friday, please be aware that these requests may not be called into the pharmacy until the following Monday. You may leave after-hours requests on the voice mail but the same turn-around time will apply.

Please do not call Dr. Haskins after hours for refill requests.

Opioids and Controlled Substances Policy

Many patients have been treated with controlled substances for management of chronic pain. The goal of this treatment is reduction of pain to a level that allows an improved ability to function and a better quality of life.

Every patient in this situation will be asked to complete a pain contract. **It should be understood that early refills of controlled substances will not be allowed.**

Form Completion Policy

Due to high administrative costs and the large amount of time required to complete the multitude of forms from the many different insurance companies, Dr. Haskins does not do this. He believes his time is better spent taking care of his patients. Instead, Curtis Haskins, MD will provide your insurance company with a copy of your medical records when a signed authorization is received. Their medical review professionals can extract the required information from your records.

Other Non-Covered Services:

- **Missed appointments:** Failure to notify us at least 24 hours in advance that you will not be able to keep your appointment will incur a \$50 missed appointment charge. Any exceptions to this policy will be made on a case-by-case basis.
- **Medical Records:** Upon written request, a paper or electronic copy of your medical records can be provided to you. There will be a \$15 base charge plus \$0.50 per page for copies of your medical records.
- **After-hours appointment:** \$50.00 in addition to the regular visit charge
- **Phone visit:** \$50.00 (unless asked to be seen by doctor instead)

Grounds For Termination of Patient-Physician Relationship

Patients who consistently miss appointments without proper notice, disregard the stated policies of the practice, or act in a way that is deceptive, dishonest or abusive will be dismissed from the practice with 30 days written notice. During this time, Dr. Haskins will be responsible for responding to urgent medical matters only.

Please sign this document where indicated and bring it with you to your New Patient Appointment. Please do not hesitate to contact the office if you have questions about the content of our policies.

Signature

Name (Print)

Date