

Stony Point Family Medicine, PA

Welcome to Stony Point Family Medicine!

First and foremost thank you for your interest in Stony Point Family Medicine.

As a patient-centered primary care provider our focus is to help you to achieve your goals toward optimal health as quick as possible and keep your emphasis on the prevention of disease. Whether you visit us with an illness, multiple medical conditions or for an annual wellness checkup, we want to make sure that you leave our clinic with the comfortable feeling that you finally found a healthcare provider that really cares about you. At Stony Point Family Medicine our knowledgeable and friendly staff is ready to help you with your medical concerns.

The following information is intended to familiarize you with our services as well as to inform you about our billing and appointments policies.

Your First Visit: Your first visit as a new patient may include a complete health history, a physical examination, lab tests and selected diagnostic procedures. We can also refer you to a specialist if we think it is necessary. Getting healthy and maintaining your health also requires a commitment on your part. As you decide to take responsibility for your personal health it is imperative that you follow the instructions of your healthcare provider. To attain a healthier life a multidisciplinary approach is mostly necessary and will certainly include a nutritionally sound diet, regular exercise appropriate for your age and physical limitations, stress management and quality sleep among others. Follow up visits will also be scheduled as needed on your behalf.

The first step you need to take is to transfer your medical records to us. To comply with patient's privacy regulations, you will be asked to complete the [Medical Records Release Form](#) and send it to your previous clinic so they can send us a copy of your health information. When we receive your records we will call you to confirm your appointment.

Financial Policy: For **insured patients** co-payments and un-met deductibles are due at the time of service. If the deductible amount is uncertain or your plan does not cover for medical services provided to you, any amounts remaining will be due and payable upon receipt of your insurance company's Explanation of Benefits (EOB). Proof of insurance coverage is required. We will retain a copy of your current insurance card for verification of eligibility and billing purposes. Please, notify us of any change on your insurance coverage, address or telephone number.

For **uninsured patients** fees are due and payable at the time of service. This includes the office visit, any and all diagnostic and lab test fees. We offer affordable lab pricing to self-pay patients.

Appointments & Cancellation Policies: As a reminder our staff will confirm your appointment 48 hours prior to your scheduled visit. For your benefit and ours, if you have to change your appointment, we kindly ask you to call us at least 24 hours prior to your visit. Your courtesy call to cancel or reschedule your appointment with ample notice is very important, because it will allow us to reallocate the unused time to another person in need of medical care and it will also help to prevent loss of revenue to the business. Thank you in advance for your cooperation.

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Knowing that emergencies may happen in someone's life, we may not charge you for your first missed appointment as a courtesy to you; although a \$37.00 fee will be charged to your account for subsequent missed or late-canceled appointments. Please, pay your no-show fee before rescheduling your appointment. We believe that informing you of this policy will prevent us from ever having to enforce it.

Walk-in Policy: We accept walk-ins until 4:30pm, Monday through Friday, but we strongly recommend that you call to schedule your appointment, because appointments will always have priority over walk-ins. The staff will see walk-in patients as the clinic schedule permits; therefore the waiting time may vary. Except in cases of emergency, walk-ins will be seen in the order of their arrival.

Please, keep in mind that our practice is designed to serve, educate and help you to achieve your wellness goals.

Should you have any questions, please call us at 704-585-9373 and our staff will be pleased to assist you. You may also visit our website at www.spfmed.com for more information.

We look forward to seeing you,

Stony Point Family Medicine Staff