

# Mission Statement

## Our Mission

At King Medical Clinic, it is our Mission to:

- Promote the health of our patients by providing innovative, high-quality, comprehensive, personalized health-care.
- Serve as a 'medical home' for patients by coordinating, managing and integrating the various aspects of their health to ensure comprehensive care.
- Create a comfortable, compassionate atmosphere where the relationship between the practice and patients is one of partnership and open dialogue.
- Encourage patient education, life style modification and prevention as critical aspects to optimal long-term health.
- Provide our patients with education and resources to enable them to make informed lifestyle and health care decisions and partner with patients to minimize their risks of developing disease.

## Welcome to our practice.

We at King Medical Clinic are looking forward to caring for you and your family. Let us share some more about ourselves and our philosophy regarding our partnership with our patients.

We try NOT to practice 'phone medicine'. Most of the time (there are always exceptions) if you or your family members are sick we will prefer to see you in the office. Prescribing drugs over the phone simply isn't the best way to access a problem or practice medicine.

There are many, many insurance companies, each with many different policies and plans. We **CANNOT** know what your insurance covers for **every** procedure. You are responsible to know what your policy covers. If there is any balance due by you that was not collected at the time of service, we expect you to pay that balance in a reasonable amount of time. Just as you have to pay your rent and utilities, we do also.

We count on payments to keep our office operating. You are responsible for paying for your own medical care. We sign contracts with your insurers agreeing to collect co-pays, co-insurance and deductibles, so we are not at liberty to waive them.

**After Hours Calls/Care:** After hours care will be initiated through our answering service. This service is available 24/7 and is accessible by calling the clinic phone number.

**Refills:** Our office policy is to allow **48** hours for refill requests. Please remember that if you call on Friday the refill may not be done until Monday. We try hard to do same day refills, but cannot guarantee it, so please try to call in advance.

**Social Media/Text Messages:** We at King Medical Clinic do not practice medicine by social media or text messaging. Employees are instructed to inform the patient to contact the office for any non-emergent need(s) or to proceed to their local ER with any urgent conditions. Please do not indulge in this practice, as our staff is busy with their own families when they are not serving yours.

We are open Monday thru Friday 8-5 and have an after-hours service that will take messages and triage your calls.

**Appointments:** If you must cancel an appointment please give the office at least 4 hours' notice. If you are more than 15 minutes late you will be rescheduled and if you do not show for your appointment you may be charged a \$40 no show fee. Also, if you miss 3 scheduled appointments, King Medical Clinic will have the right to dismiss you from clinic. If you are going to be late, please call to let us know; we will do everything we can to try and accommodate you.

**Messages:** Messages that are left **before** 4 p.m. will be returned that day and messages left **after** 4 p.m. will be returned the next business day. If we are unable to reach you personally **PLEASE** be sure to listen to your voicemail. Our staff generally will leave a message answering you concern or question. With this in mind, it is in your best interest to have your voicemail set up so that we can better serve you.

**Payments/Balances:** Co-pays, co-insurance and deductibles will be collected at the time of service. If a patient requesting an appointment should have a balance the following rules shall apply:

- Balances under \$100----Total balance will be due at the time of visit plus 100% of any new charges for the visit.
- Balances over \$100---30% is due at the time of the visit and a payment plan for the balance will be generated for a period of no more than three (3) months. Any new visits will have to be paid in full along with the payment plan still being in effect.

**Disability and MVA:** We at King Medical Clinic do not handle any claims, paperwork, etc. that is "Disability" or "MVA" related.