



Cullman Internal Medicine

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Cullman, AL 35058

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## **Welcome To Cullman Internal Medicine**

We are honored to be a part of your healthcare team, and we will strive to provide the best possible care for you. We offer a wide range of services here in the office for your convenience. It is important to us that we provide you with the care needed as efficiently as possible. We understand life happens and occasionally things are out of our control. Due to the nature of our busy clinic, we must implement the following policies.

### **Hours**

Regular clinic hours- 8:00am- 4:30

Walk-in clinic hours- 8:00am- 11:00am and 1:00pm- 3:00pm

Lab hours- 7:30am- 4:30pm

Call center hours- 8:00am- 4:30pm

### **Appointments**

If you cannot keep a scheduled appointment, please give a 24hr notice to reschedule the appointment. This also allows us time to efficiently fill your appointment time. If you do not show up for the appointment or cancel after the 24hr period, we reserve the right to charge \$50.00 to the account holder. This includes late arrivals for appointments. If you show up **15 mins late**, this could result in having to reschedule and charges. After 3 or more no shows or cancellations, we reserve the right to dismiss you from the practice.

### **Walk-In Clinic**

We do offer a walk-in clinic to our established patients only. This is for acute sudden onset illnesses, like flu/cold symptoms, sore throat or sprained ankle. Like an urgent care visit, something we can address quickly to help get you feel better quickly. It is not for medication refills, or multiple illnesses that will need to be a scheduled appointment.

### **Phone Messages**

Please note that we do have a call center that will deliver your message to the appropriate person. Please do not call multiple times during the day. The providers and clinical staff are

**OVER →**

in the clinic seeing other patients and will return your call as soon as possible. When leaving multiple messages, it will only delay the response time.

### **Refills**

You must call **24-48 hours** in advance for refills to be sent to the pharmacy. No antibiotics will be given without being seen. After the allotted time, please check with your pharmacy to see if the refill has been sent.

### **Lab/Test Results**

Lab/Test results can take **1day - 7+ days**, please know that you will receive a call if there is anything the provider feels needs to be addressed or evaluated further. Otherwise, you will receive a letter in the mail with the results.

### **Paperwork**

If you have continued to follow the guidance of your provider and there becomes a need for paperwork, FMLA, disability, handicap placard, etc. We require **3-5 business days** to complete the paperwork. There is a **\$50 fee** for the first 10 pages and **\$20 fee** for each additional 10 pages. The fee is due prior to completion.

### **Narcotics**

We will **NOT** write a prescription for a narcotic if you are not a current established patient, in good standing. We **will not** write you a prescription if you miss your scheduled appointment. We **will not** give early refills. It is your responsibility to keep up with your appointments and medications. If you fail a drug screen or if you are disrespectful to the staff, you could be dismissed from the clinic. \*See Refill Notice above\*

We strive to treat our patients like family. We do our best to listen to your needs and concerns, we do ask that you also listen to our advice and directions. You do have the right to refuse any treatment that we offer. It is important to be compliant with your healthcare treatment plan for a successful outcome.

Again, Thank you for trusting CIM with your healthcare. We do not take it lightly and promise to exhaust every option available to us within our scope to aid in your healthcare goals.

I have either read and understand or had the above policies explained to me and accept without reservation.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ DOB: \_\_\_\_\_

