

Charleston Thyroid Patient Contract

- Blood work is done 1-2 weeks before every appointment.** If you don't do labs, you can either:
 - Cancel and reschedule your appointment at least 24 hours before.
 - Come to your appointment, have labs done afterwards, and then either:
 - See our nurse practitioner in 1-2 weeks to discuss your results (*or*)
 - Schedule a paid phone call or telemedicine visit to discuss your labs.
- Minimize repeat emails and calls.** Our small practice has over 3,000 patients and receives hundreds of calls and emails each day. Please allow 1-2 business days to answer messages and emails. Frequent or repeated emails and phone calls slow down our ability to respond and are highly discouraged. Urgent medical issues should go to the ER or urgent care.
- We are a thyroid-only medical practice.** All questions pertaining to problems not related to your thyroid should first be discussed with your primary care physician or other specialist.
- Be on time.** Our system sends a reminder email, text, and call prior to your appointment. It is your responsibility to remember your appointment and show up on time. There is a \$50 fee for not showing up or canceling less than 24 hours prior to your appointment. If you are more than 10 minutes late for your appointment, you may need to reschedule.
- Simple questions only by email.** The patient portal and email is for single brief clarification questions. If you require answers to multiple questions or need frequent guidance, you will be asked to schedule a follow up appointment to discuss your questions and concerns.
- You will see all providers.** Dr. Henderson utilizes a nurse practitioner to help with follow-ups. All patients are expected to see our midlevel provider intermittently, especially if your care requires frequent visits.
- Medication changes require a visit.** If you need to change medications or doses, you will need to schedule a clinic or phone visit. Also, some thyroid medications and almost all compounded medicines are NOT covered by insurance. We do not have the manpower to appeal these decisions.
- Check the website first.** Prior to calling, please check our website or your patient portal for answers to your questions. It is also better to use the patient portal for simple yes/no or clarification questions.
- Pay your bill.** It is your responsibility to pay your bill. If you have a balance, we will send a monthly statement. If you cannot pay the whole amount, you may set up a payment plan. After 3 unpaid statements, the billing company we use submits the case to a collections agency. If your balance is \$400+ or older than 90 days, we will not reschedule you until your balance is paid. All billing or insurance questions should be directed to Debbi or Jennifer at 800-599-7183.
- Be kind.** Unfortunately, several past patients have been quite rude, condescending, or disrespectful to our staff. You will be *immediately* discharged from the practice for any of these or similar behaviors.

By signing, I agree to abide by these clinic rules to remain a patient at Charleston Thyroid Center. Any violation may be grounds for dismissal from the practice.

Name: _____ Signature: _____ Date: _____