



Oconee Family Practice

Office Policies

Thank you for choosing Oconee Family Practice for your healthcare. We know you have a choice and are glad you chose us. We believe in providing high quality care and strive to deliver it to you in an efficient and friendly manner every day.

Office Hours: Our office is open Monday-Friday 8:30 am to 5:00 pm. We are closed daily for the lunch hour from 12:30-1:30 pm. We are closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, and Christmas Day. We may close due to inclement weather if needed. Our phone system will always have updated schedule information.

Appointments and Appointment Times: We see patients by appointment only. Same day appointments are available for sudden illness. We value your time and ask that you value ours, as well as that of the people scheduled after you. Every attempt will be made to see you on time. In order for that to occur, we ask that you arrive for your appointment ten to fifteen minutes before your scheduled time. New patients should plan on thirty minutes early to complete the registration process. We have online registration and appointment check-in to help with this process as well. If you have waited for more than fifteen minutes past your appointment time, please notify the receptionist. If you are late for your appointment, we will make every attempt to accommodate you, however, in fairness to others, we reserve the right to reschedule your appointment. There is a fee for missed appointments. See the financial policy for further explanation.

Treatment of Minors: Patients under the age of 18 must be accompanied by a responsible adult or have written permission for treatment from a parent or guardian.

Lab Work: We perform certain blood tests in the office. For tests not performed in our office, a medical assistant will draw blood and send it to an outside lab. Insurance companies often determine where lab test must be sent. If you want your lab test to be sent to a specific lab, i.e. Lab Corp, Quest, Piedmont, etc., make sure you tell us every time.

Labs Ordered by Other Physicians: We do not routinely draw lab work which has been ordered by other physicians. However, we will fulfill this request if you are here for an appointment and it is a test that is within our normal scope.

Complete Physical Exams: We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health. However, insurance benefits vary. Some policies cover "wellness" and others cover visits when you have a problem. Please learn about your benefits prior to your appointment so you will know what is covered by your insurance plan. For those who have Medicare or a policy which replaces your Medicare plan, the guidelines are very specific for what is covered as "wellness" and does not cover many of the same things we usually perform as part of a "Complete Physical Exam." Please call the office for further explanation before scheduling a physical if you have one of these plans.

Speaking with a Nurse: When you would like to speak with a nurse, please leave a message with our front office staff. The nurses check messages throughout the day in between helping patients in the office and respond as quickly as possible with preference given to the order in which messages were received and medical need.

After Hours: One of our providers is available after hours. He or she can be reached by simply dialing our number, 706-769-1100, and following the prompts to have them paged. After hours calls are for urgent matters that cannot wait for the next business day. For emergencies dial 911 or proceed to the nearest emergency room. Routine prescription refills will not be done after hours.

Referrals: Some insurance companies require you to have referrals, a kind of authorization, to see specialists or receive certain tests or studies. It is the patients' responsibility to know if a referral is needed, whether the specialist participates in their insurance network, and to make sure the referral has been completed before seeking specialty care outside of Oconee Family Practice. In most cases you will be required to schedule an appointment with us so we can evaluate and assess your needs and facilitate the referral process. This is good, sound, efficient medical care. In general, referrals can only be done prior to seeing a specialist and are often time consuming to obtain. We will not back-date referrals. Please allow as much time as possible for us to obtain your referral.

Samples: We sometimes offer you sample medications to help you try out a new medication before you purchase it. Remember that samples are not a long-term way to fill your prescription. We do not always have samples of your medications. Please do not rely on samples for medication you take.