

WELCOME TO OUR OFFICE!

We welcome you to our Paris Lakes Health Group. Our goal is to provide the highest quality medical care possible for our patients. This information outlines the services provided by the Paris Lakes Health Group. Our specially trained staff is comprised of Dr. Alois Pauls, MD., Carolyn Robinson-Cowley, F.N.P.-BC, an Office Manager, Front Office Staff, and Nursing staff. Our staff operates as a team, and we take great pride in each member's training.

SERVICES PROVIDED:

*Primary Care
Immunizations
Hormone Therapy
Minor Surgical Procedures*

Appointments:

Patients are seen by appointment. Otherwise, patients coming to the clinic are "worked-in" to the schedule as time permits. Please try to arrive a few minutes early so that the front office can have you ready to see the doctor on time. Your first visit will take longer than most other visits. You will be asked to complete a medical history and give us other important information.

There are certain forms that must be completed before the Doctor can see you as a patient. The front office will provide you with all the necessary forms for you to read and sign.

You will need to provide the front office with you Insurance card, Medicare card, and/or Medicaid card. Please tell us if address, or insurance has changed.

If you have any questions about any of the forms, just ask the receptionist and she will have someone help you fill them out.

You have rights and responsibilities as a patient. Please read the sheet titled: PATIENT RIGHTS & RESPONSIBILITIES that is included with the packet of information you were given by the receptionist.

If you are unable to keep a scheduled appointment, please call our office at least twenty-four hours before your scheduled appointment time. There is a \$25.00 fee for no show appointments.

FINANCIAL ARRANGEMENTS:

Payment for the services you receive is expected before you leave today. If you have insurance, you are expected to pay your co-pay amount today.

If your insurance has a deductible that you have not met, your insurance company will let you know, AND you will receive a bill from our office. It can take up to six weeks to get all the information to the right people, so it may take that long for you to get the bill from us.

Patients that do not have any insurance, Medicare or Medicaid coverage are considered “private pay” patients. These patients are expected to pay the full amount of the charges for the day before leaving the office, unless the Doctor has advised the business office of any other arrangements.

Our fees are based on the time, skill, knowledge and complexity of your treatment. We make every effort to keep our fees in line with what other providers in the area are currently charging.

INSURANCE:

If you have insurance, we will help you file for the coverage you have available, however, it is YOUR responsibility to pay any balance on your account that is left after the insurance pays their part.

Please keep in mind that medical care is provided to you, our patient, and not to an insurance company. Your insurance benefits are an agreement between you and the insurance company. We are not involved in any way with your insurance policy.

It is important that you read your policy carefully to help you understand the benefits your policy provides to you. The non-covered services, co-payments and deductibles are due the day you receive the service at our clinic.

Some insurance companies pay a fixed amount for certain procedures, which means you are responsible for anything the insurance does not pay. If your plan is limited, then your coverage amounts are limited. We have no control over what your insurance company pays for your care. Please remember that no insurance company attempts to cover all costs. Our office wants you to receive the maximum coverage that your particular policy allows.

URGENT CARE NEEDS:

There are times when you need to see the Doctor as soon as possible. If your situation is determined to be urgent, you will be advised to go to the Emergency Room. If your medical problem can be handled in our office, every effort will be made to “work you in” to the day’s appointment schedule.

Please understand that you may be asked to wait one or two days, depending on the office schedule and the nature of your illness.

If you prefer to speak with the nurse, you are welcome to leave a message for the nurse to return your call.

Patient Signature

Date