



Welcome to Adena Family Medicine- Circleville! Our physicians and staff work hard to provide you “exceptional” healthcare service. We also want to offer open door communication in order to provide you the information you need while visiting our office. Please review the document and confirm you have read by signing below.

Late Arrival - In response to our patient’s feedback on our patient satisfaction surveys, Adena Medical Group has created a policy that will request patients arrive on time for their scheduled appointments. Patients arriving late may be worked into the schedule if openings are available. While we cannot guarantee same day appointments we will work to get you back into the schedule when there are openings available. We encourage patients to arrive early and/or on time to prevent delays to other patients, physicians and their own appointment times.

Missed Appointment – We work to see as many patients a day as possible. We want to offer immediate healthcare assistance to patients when they call into the office. To accommodate such high patient volumes it is imperative that patients contact us if they are unable to make their scheduled appointments. Appointments are scheduled with the intent that patients will arrive for appointments on time or will contact the office 24 hours in advance to cancel. Missed appointments are also realized if patient arrives late for an appointment. We currently track all missed appointments within the Adena Medical Group. Our current Adena policy confirms if patient misses (without cancellation call of 24 hours or more OR is late for appointment) 3 appointments during a 12-month timeframe the patient may be discharged from the practice. We realize that unforeseen circumstances can arise and those will need to be handled directly with the office manager. We encourage our patients to contact the office if they are unable to attend appointments.

Time of Service Collection – All financial arrangements must be made prior to arriving to the office for an appointment and are the responsibility of the patient. We are required by your insurance company to collect co-pay when arriving for appointments in our office. The office is also required to collect full charges for self-pay / uninsured patients at the time of your office visit. There are additional self-pay discounts for patients paying 100% of their self-pay office charge on the day of their scheduled appointment. For your convenience, if you have a balance on your account, the office may ask if you would like to make a payment towards the amount owed. If you are not asked and would like to make a payment on any of your Adena accounts, please let us know.

Patient Signature: _____

Email Address: _____

Date: _____