

Christian Family Medicine Commitment Letter

Welcome to our office. We are honored that you have chosen us as your health care providers. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner.

Our commitment to You

- Availability of an **appointment within 24 hours, for acute issues**, often the same day with either the doctor or one of our nurse practitioners.
- We have a **full staff of employees to handle any questions or concerns** you may have regarding your care, your medication, tests and procedures you may have done, referrals and billing questions.
- We will provide you with a **list of all medications** which we have prescribed to you for you to take to any specialists, upon your request.

Our expectations of You

- **Insurance**
 - We **must** see a **copy of your current insurance card** at every visit for verification of your insurance eligibility.
- **Copay**
 - We are required to **collect your copay** at the time of your visit.
- **Preventative Care**
 - In order for us to keep your healthcare and records as current as possible; it is our office policy to see **all Medicare eligible** patients **twice a year**. Once between January and June to make sure we have all of your health needs covered and once between July and December for an **Annual Wellness Exam**. Prevention is a large part of keeping our patients healthy.
- **How to use the Emergency Room**
 - Call **9-1-1 if you have a life-threatening emergency**. For less urgent problems, call our office. If it is after hours contact our answering service at 314-771-6080. Please **do not** go to an **urgent care** or **emergency room** without checking with us first unless it is a life-threatening situation.

- **Medications**

- Please contact your pharmacy directly for refills, even if it says no refills. They, in turn will contact us with the proper request.
- We request a minimum of 48 hours to fill medication requests.
- Bring your medications or a list of all medications with the dosage with you to every office visit.

- **Referral Requests**

- If you think you need a referral to a specialist, contact our office first. We may be able to provide the service you need directly in our office. With the healthcare environment constantly changing, it is essential that we handle medical issues in the best and most efficient way possible. The medical issues that we are accustomed to handling, we will handle in our office. What we do not feel comfortable handling, we will provide you with the needed referrals to specialists. If we feel it is necessary for you to see a specialist you will be instructed to contact them to make your appointment and then let our help-desk know so we can forward the referral on to them. You can be confident that we will never withhold needed care.

- **How to receive test results**

- We will contact you with your test results either by a phone call, an e-mail, or a letter. If you have not heard from our office within 7 days of a test, feel free to contact our nursing staff.

Our office phone number is 636-449-5757.

Our office fax number is 636-449-5750.

Our office exchange number is 314-771-6080

Our office web-site is ChristianFamilyMedicine.org

Dr. Adams web-site is MichaelAdamsDo.com

We also have a patient portal available to all patients which allows you to view your chart and to contact the different departments such as nursing, referrals or medication. If you are interested in this, you can let the front desk staff know at your next office visit or e-mail the office manager, (Diann) and let her know at dadams@christianfamilymedicine.org. She will then send you an e-mail with your log-in and password information along with instructions on how to get into the portal.

We look forward to a long and healthy working relationship with you.

Dr. Michael J. Adams

Dr. Aubra A. Houchin