

Rancho Family Medical Group- Patient Information

There is a \$20 **Non Sufficient Fund** (NSF) charge for all checks returned to your bank.

If you are **unable to keep your appointment**, please call our office 24 hours in advance in order to avoid a missed appointment fee. A fee will also be charged for not canceling a **SAME DAY** appointment 2 hours in advance.

There is a **\$10 over-the-phone, New Prescription charge** if a prescription is called into your pharmacy. This is a service offered to our patients as a convenience. This eliminates an office visit and therefore a co-pay.

Insurance coverage for lab tests vary by insurance company and the insurance plan. For example, some PPO plans thru Blue Cross require you to go to a Healthy Check or Wellness Center for your routine physical exams and any related lab work. You may wish to contact your insurance company before you have the lab tests that your doctor has ordered. **Lab Corp will bill you for any charges not covered by your insurance.**

Please be aware that if you are being seen for a **physical** and other problems are assessed and treated, you will be charged separate **co-pay for that office visit** along with your co-pay for your physical, if your plan allows.

There will be a fee for any forms completed by a provider.

If you are **being seen for an injury**, please inform your doctor or nurse as there is a third party information form that must be completed and signed before you leave the office. We cannot treat any work related injuries.

Skin Tag removals are considered a cosmetic procedure by insurance companies. You will be asked to pay for this procedure before you leave the office as this is considered a "non-covered benefit".

Daytime Urgent Care

Our providers rotate to serve as the extended care physician from 9:00 am to 8:00 pm on weekdays, Saturdays 9:00 am to 8:00 pm and Sundays 10:00 am to 6:00 pm. If you have an urgent situation that requires immediate attention, please call our office at (951) 676-4193 and we will schedule a same day appointment with the extended care provider as soon as possible.

After-Hours Urgent Care

To keep you from long hours of waiting in the emergency room or urgent care, our physicians here at Rancho Family Medical Group are on-call 24 hours a day to meet the emergency needs of your family without delay. If you have an urgent medical need after normal business hours that can't wait till the morning, please call the office at (951) 676-4193. The answering service can page the on-call Rancho Physician for you. Our physician will then contact you and will help you get the care you require. In case of a life-threatening emergency call 911.

Remember to always call our office first 24 hours a day 7 days a week