



Branson Clinic, LLC

Appointment Policies

- Once you have become an established patient in our office, we will always attempt to offer a same day appointment, if desired, for visits which are acute problems (sick child, pregnancy complication, etc.). To accommodate this commitment to every patient, non-acute ongoing problems/concerns will be scheduled in open appointment slots (usually within 2–5 days).
- If you have a problem or concern, please call us early in the day so that we can offer appropriate advice over the phone and/or get an appointment set up for you or your family member. We desire to serve you in our office versus your use of other options like the emergency room.
- Please indicate, when making an appointment, if you want the Doctor to see more than one family member. If this is not possible, please tell the front desk upon arrival so that we can make arrangements. We would like to have no more than two family members scheduled at the same time if possible (ask us if you would like to schedule more than two and we will try to set it up for you).
- Although the nature of some patient visits can change without our control, it is our intention to begin your office visit at or near your scheduled appointment time. Therefore, we ask that you arrive three to five minutes prior to your scheduled time. If the doctor has been delayed because of an obstetrical delivery or other emergency, we will attempt to notify you of the delay, if an appropriate phone number(s)/e-mail address has been provided, so that you can adjust your arrival time.
- If you feel you are not going to make it on time for your appointment, call us to see if we can reschedule you for a later time the same day or for a subsequent day.
- Please give us at least 24-48 hours notice if you need to cancel or reschedule an appointment. Others can then utilize that appointment time.
- Any patients with chronic conditions or medical conditions which require regular follow-up visits who do not make and keep appointments may be asked to find a new physician. This is in order that they can receive proper medical care by finding a physician that they will commit to following his/her recommendations.
- We reserve the right to consider patients as “new patients” and subject to our current new patient acceptance policies that do not keep at least one appointment every 12-13 months.
- Any patient who is chronically late (4-5) for appointments, or who fails to keep appointments (2-3), may be terminated from receiving medical care at our office. The patient’s immediate family may also be included in the termination.
 - If you arrive greater than or equal to 8-10 minutes after your scheduled appointment time, we may have no choice but to reschedule you in order to respect the appointment times of others. Arriving greater than or equal to 20 minutes after your scheduled appointment time qualifies as failing to keep your appointment.
 - If you meet the above conditions, you will be notified in writing.



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Billing Policies

1. Please update our office as soon as possible when you have a change in any of the following areas:
 - a. Name
 - b. Home Address
 - c. E-mail Address
 - d. Phone Number(s)
 - e. Insurance Carrier(s) (we also want to maintain a copy of your card)
2. Office visit co-pays are due at the time of your appointment.
3. State medical card holders must present a current card at our front desk before every doctor's visit to verify effective dates and/or provider.
4. Billing statements are sent out all throughout the month as your insurance carrier reimburses our office. Remaining balances will be billed to your current address with a specified due date. A self-addressed envelope is enclosed for your convenience. Please call our office with any questions about your billing statement.
5. We also accept Debit Cards, Discover, Mastercard, and Visa in addition to personal checks and cash.
6. Failure to pay outstanding balances within a reasonable time period after due can result in termination from receiving medical services at our clinic. Payment arrangements can be made in some circumstances.