

Quality of Care

Providing top quality patient care is our primary goal. All of our physicians are board certified and our family nurse practitioners and staff have extensive years of experience. Our facilities are designed to help us provide our patients with comfort, safety and the best possible care available in our area.

At Barton Family Medicine, we practice preventative medicine, as well as caring for your chronic and acute medical needs. Our practice philosophy is to try for early detection, early intervention and prevention. Regularly scheduled office visits allow us to better assist you in identifying and managing any chronic health problems you may have.

Patient Responsibility

Although our staff will file your medical insurance on your behalf, it is your responsibility to monitor the processing and payment of claims. Patients receive a statement showing insurance and patient responsibility status. All copayments, deductibles, outstanding balances, and non-covered services are your responsibility and required to be paid prior to seeing the physician. If you are unable to pay your balance in full, you may request to speak with a billing representative to learn more about the arrangement options available.

Appointments

Our patients are seen by appointment. We make every effort to ensure you are seen by our physicians in a timely manner. Arriving on time for your appointment is very important to the care we strive to provide. New Patients should arrive 30 minutes prior to appointment with all paperwork completed. Return patients should arrive 15 minutes prior to appointment time. We may not be able to accommodate late arrivals.

Cancellations

If you cannot keep your appointment, please provide us with at least 24 hours notice. Repeated occurrences may result in being dismissed from being seen at Barton Family Medicine.



1090 Third Street
South Lake Tahoe, CA 96150
Phone: 530.543.5660
Monday – Friday
8:00 a.m. – 5:00 p.m.
Closed weekends and holidays.

Patient Guide



Taking your health to **new heights**

Insurance & Fees

Our commitment and responsibility is to provide the very best health care for our patients. It is your responsibility to know what your insurance covers and that includes the providers covered under your plan. To determine who is covered under your plan, call the number listed on your insurance card - the better you understand your insurance plan, the better we can serve you.

Our office will prepare and file your insurance claim forms for you based on the information you provide. Patients must complete our patient information form prior to being seen by a physician. We must obtain a copy of your driver's license and a current insurance card(s). If you fail to provide us with the correct insurance information in a prompt manner, you may be responsible for services provided. This is why our staff may frequently ask for updated copies of your insurance card(s) and update a patient information form.

Barton participates with most insurance plans including Medi-Cal and Medicare. If we do not participate with your insurance carrier payment in full is expected at each visit. If we do participate with your insurance carrier but do not have a current insurance card, you are expected to pay for your visit in full until we can verify your coverage.

Payment Options

We accept cash, check, Master Card, Visa, Discover or American Express as payment for services rendered. A sliding payment scale is also available for under insured and uninsured patients with income verification.

Lab Work

If you need lab work done, we strongly encourage established patients to schedule lab work 3-4 days prior to your appointment. This allows your physician to discuss lab results at the time of your visit.

Test Results

After the physician has reviewed your test results, you will be notified by telephone, mail or at the time of a follow up appointment. Please allow enough time for processing any tests. If you have not received results within three weeks, please call us.

- Lab and procedure test results take up to 2 weeks to process.
- We will contact you if you have abnormal results that need to be addressed.
- Normal results will be given at your next office visit or you will receive a letter in the mail within 1 month of testing.

Referrals

Patients are responsible for knowing when their insurance requires a referral to see a specialist. We will complete the referral for you and schedule your appointment with the specialist. We will notify you as soon as the appointment is scheduled. If the specialist is "out of network", meaning they are not covered on your insurance plan, it will take longer to obtain insurance approval. If you have not received an appointment time within two weeks please call us.

Patient Privacy & HIPAA

We respect your rights and confidentiality under HIPAA, or patient privacy, guidelines. Your medical information is personal; therefore we are committed to protecting information about you. As our patient, we create paper and electronic medical records about your health, our care for you, and the services and/or items we provide to you. We need this record to provide your care and to comply with certain legal requirements.

Medication Refills

To facilitate prescription refills, we generally provide a 30 to 90 day order with 1 year's refills for each routine medication prescribed by our



providers. We request you bring in all prescription medications at each visit (even those you take occasionally or from other providers) so we may update your profile while you are seeing the physician. We do not refill prescriptions after hours.

- Routine medications will be filled at the time of your physician office visit.
- Please provide a detailed medication list at each office visit.
- Non-routine medication requests and pharmacy fax requests will be addressed within 3 business days.
- Scheduled narcotics will not be filled early without an appointment.
- Pain medication cannot be prescribed for a year-long duration.

Prescription Theft: Protect Yourself

Prescription theft is on the rise. That is why we encourage our patients to protect themselves by properly discarding their used pill containers. Do so by taking off the label on the pill bottle before throwing it out. Prescription thieves are known to take the information from pill bottles and get refills using that information. Thieves obtain prescription drugs by performing illegal actions so we encourage you to take the proper safety precautions to protect yourself.