

## Patient's Role in Your Own Care at Little Rivers

We at Little Rivers Health Care, Inc. take great pride in providing our patients with the very best of health care at an affordable price. You can help us by following these simple rules:

### **Co-Pays are due at the time of service**

If you have insurance, please bring your insurance card with you. If you are required to pay a co-pay, you can help by knowing what your co-pay is and paying it at the time you come here for care. Our contracts with insurance companies require that we collect the co-pay at the time of service. If not paid, your account will be frozen and you will be unable to obtain additional appointments until your co-pays are paid.

### **24 hour notice is needed if you need to cancel your appointment**

Our schedules are full to accommodate as many patients as possible every day. We often have a waiting list for patients to get an appointment. 24 hour notice allows time to schedule a patient waiting for care.

### **If you don't have insurance, we offer a Sliding Fee Scale**

Care Coordinators are available to meet with you and help you complete an application for our sliding fee program as well as applications for Medicaid, Green Mountain Care, and Ladies First. They know what resources are available in the community and how to access them.

### **48 hour notice is needed for prescription refills**

You can help us by keeping track of your prescriptions and calling us 48 hours in advance of your need for a refill. We will not refill prescriptions after normal business hours or on weekends so please plan accordingly. Please also understand that you may be required to have an office visit, blood tests and/or urine testing before a prescription refill will be available to you.

### **Contact our office with billing questions**

If you should receive a bill, you can help us by paying your balance due immediately. If you believe the bill is in error, it is important that you contact our office right away so we can research your account.

By working together, Little Rivers Health Care can continue to provide the same excellent, affordable health care we have been providing for years. Thank you for giving us the opportunity to serve you.