

Tri County Internal Medicine, P.C.
Office policies, procedures, and expectations (Revised 02/17/2025)

Thank you for choosing Tri County Internal Medicine, P.C. for your healthcare needs. Our providers and our staff will work with you as part of your healthcare team to help ensure that you stay as healthy as possible. We will work together to ensure that any chronic conditions you have are well managed so that you can maintain a good quality of life.

In order to accomplish these goals, there are certain expectations that need to be met by your healthcare provider and also by you, the patient.

- Please schedule your appointments as recommended by your provider or one of the members of our staff. It is important to have these appointments so that we can perform periodic lab tests in order to manage not only your health conditions but also your prescribed medications. The frequency of these visits is the standard of care that is recommended by both your healthcare provider and your insurance company. If these standards are not met within reason, then we will be forced to evaluate your relationship with our practice.
- Please treat our staff with dignity and respect at all times. Please respect their right to do their jobs without physical or verbal abuse or discrimination of any kind. We reserve the right to respond appropriately to address abusive behavior, including discharging patients from our practice.
- Please arrive 15 minutes before your appointment if you are an established patient.
- Please bring all medications you are taking with you to each visit. We need to have the most accurate and up to date information in your chart for treatment purposes. Please refer to our Prescription Policy for information on refill requests.
- Please bring your most recent insurance card(s) to each visit. Our staff will verify that you have active coverage, however, due to the many plans available, we are not able to verify what your specific plan covers. Please contact your insurance company directly if you have specific questions about coverage and benefits.
- Our providers may recommend a referral for you to see a specialist. Please allow 7 to 10 business days for our referral department to coordinate this referral with your insurance plan. Please refer to our Referral Policy for more information.
- While we welcome walk-ins, we recommend appointments to minimize your wait time. We cannot always accommodate walk-ins due to high patient volume. If you come in as a walk-in, we will let you know if we have a provider available to see you or not.
- Our providers offer well adult care such as routine complete physicals, pap smears, and Medicare annual wellness visits. Please call ahead to schedule these appointments as they are more extensive visits. You cannot walk-in for one of these visits.
- We treat Worker's Compensation injuries with approval from your employer. Please check with your employer to ensure that we are listed on their Panel of Physicians.
- We require a 24-hour advance notice when cancelling or rescheduling appointments. Should you fail to give proper notice, or if you miss your appointment, then you will be charged a fee of \$25.00 for a 15 minute appointment (such as a sick visit or a follow up), and you will be charged a fee of \$50.00 for missing any 30 minute appointments (such as an annual physical, DOT physical, Incision and Drainage, Mole/Wart Removal, Toenail Removal).

- We are a teaching facility and therefore may have resident physicians, medical students, nurse practitioner students, or physician assistant students shadowing our providers. Please let our staff know if you are not comfortable with a student participating in your care.
- Our office participates in the Prescription Drug Monitoring Program (PDMP) which is mandated by the Georgia Legislature. Please be aware that we will charge you a \$5.00 fee at the time of the visit if we need to access this system when prescribing or refilling a controlled medication.
- We primarily use the patient portal to communicate with patients. Please download the Healow app or visit our website <https://tricountymedicine.com/> to login to the portal.
- Please refer to our website for updated information about our hours and our providers. Please be aware that we utilize the services of Board Certified Nurse Practitioners and Physician Assistants.
- We have two locations on the same road. Our main office is located at 4720 Nelson Brogdon Blvd, Sugar Hill, GA 30518. Our other office is located inside a suite in the Synovus bank building located at 4465 Nelson Brogdon Blvd, Suite 104, Buford, GA 30518. Please be sure to verify the location of your appointment when scheduling.

Our staff is here to assist you with your healthcare needs and we strive to meet our patient's expectations. We appreciate your valuable feedback.