



Welcome to Elite Primary Care clinic. We are honored that you have chosen us as your health care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner. We welcome patients of all ages. Please read about our policies and processes below to become more familiar with our practice as a new patient.

We highly encourage the use of our online patient portal for all patients with internet access. You can submit questions to your provider, request refills, ask billing questions, request appointments..... using the online portal. If we didn't get your picture at the front desk or if you prefer a different profile picture, patients can upload their own picture online. This helps us to always connect a face to the name, not just your medical condition. Elite Primary Care uses Athena Clinicals for electronic medical records. Athena provides text, phone, and email reminders for many things. Some of these messages will be for appointments, statements, need to schedule wellness visits, inclement weather cancellations, etc. An important call to expect is the RESULTS CALL for lab and testing results. Do not just hang up without taking action. The computer will continue to call you until it confirms that you have obtained your results. Please pay close attention to the message and follow the instructions to receive your results. If you have blood drawn, ask the lab tech for more information on the Results Call process. She has a handout for you.

We will do our best to provide you with same-day office visits by appointment for all sick visits. Please call as soon as you think you may need to be seen. We appreciate the referral of your friends and family. We will make every attempt to see them same-day for sick visits also. You will need to bring your insurance card and a photo ID with you for each appointment. Please let our staff know if you have had any information changes since your last appointment. You will be asked to fill out new registration forms annually so we may update your information. Please bring all of your prescription and over-the-counter medications with you at each visit, especially any medications which you will request us to refill that you previously obtained from another primary care provider. We will need to know why you take it, how much, and when.

All co-pays and past due balances are expected at time of service, unless a prior agreement has been made with our billing department. Billing questions can also be submitted through the patient portal. Please don't hesitate to ask questions so we can resolve issues ASAP. If your insurance requires you to pay a deductible amount out-of-your-pocket for office visits, we will request a \$50 deposit at check-in. You will be billed for the remainder after your insurance is billed and we are informed of your final patient responsibility. This also helps the patient to break up the payment into two different dates. (the date of visit and after the 1st bill for the remainder). CREDIT CARD ON FILE IS REQUIRED.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 10 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Our office policy for a missed appointment is:

If it is an appointment for a new patient, the appointment will not be rescheduled;  
Two (2) no-show appointments will result in dismissal from the practice.

*We understand that appointments sometimes need to be changed, so we ask that you call at least 24 hours in advance if you cannot keep your scheduled appointment.*

If you need to reach the provider after hours, you can reach our answering service at 931-245-1701. Non-urgent calls will be returned the next business day.

Elite Primary Care is affiliated with Northcrest Medical Center and Gateway Medical Center. We will be directing our patients to use our in-house laboratory collection services by PathGroup Labs unless otherwise requested by the patient. Our in-house x-ray is billed 100% by Elite Primary Care so you will not get an additional bill from a radiology group for x-rays done here.

We must inform you about our non-smoking premises. In addition to the risk to your health and others, smoking is prohibited by our property management group. Anyone smoking on property will be fined \$100.00 This is not something we have control of.

Welcome to our practice and thank you for choosing Elite Primary Care for all your health care needs.

## Office Visit Guidelines

Thank you for choosing us as your health care providers. In order to assure the most appropriate and effective care, it is our policy that a provider sees you in the office for any of the following circumstances:

- Any new medical conditions
- Any new occurrence or recurrence of a condition previously treated at EPC
- Any request for diagnostic or laboratory testing
- Patients on prescription medications who have not had a comprehensive exam/visit within 1 year
- Diabetic, high cholesterol and high blood pressure patients who have not had an office visit within 6 months
- Request for any medication not previously prescribed by an EPC provider

## Medication Refills

*Elite Primary Care does not offer chronic pain management and will not dispense chronic pain medication (for example, chronic daily narcotics). We will provide you with a referral to a pain management center if you need this specialized form of care after evaluation by our physicians*

Prescription medications, while important in managing acute and chronic illnesses and injuries, can be harmful if given incorrectly. Many medications also require monitoring to make sure they are working without causing unwanted side effects. It is for your safety that Elite Primary Care asks that you **schedule an office visit for all prescription refills.**

For the safety and well-being of our patients, requests for new medications (including antibiotics) and medication refills will not be taken over the phone or over the Internet during office hours without an appointment and evaluation by the physician. At your scheduled appointment, your caregiver will discuss treatment goals, appropriate monitoring intervals for your health issues, and medication and will make sure you have enough refills until the next scheduled appointment.

It is important you schedule office visits for medication refills in a timely manner. A good reminder can be when your medication bottle shows "No remaining refills" or "Contact provider before additional refills provided". Please call to schedule an appointment at least 2 weeks before you run out of medication. Another tip is to check all your medications before coming in to decrease amount of refill visits. Always bring a printed list of your medications or all medicine bottles to your appointment. Also, make sure you have taken your medications prior to your appointment time, even if you come in fasting. This allows your providers to make sure they are working appropriately. **One exception, please note that diabetic patient should not take insulin or diabetic medication while fasting.**

---



2690 Madison St. Suite 130  
Clarksville, TN 37043

Phone: 931-245-1701  
Fax: 931-245-1720  
www.eliteprimarycaretn.com

---

## PRIMARY CARE PATIENT AGREEMENT

As a patient, you may receive prescriptions for medications and/or orders for tests. These medications and tests are for your own well-being. It is your responsibility to ensure that you take the full course of any medication per the provider's orders unless you have an adverse reaction, in which case, you should contact our office so that the provider may prescribe an alternate treatment.

It is your responsibility to ensure that you perform any tests that have been ordered by the provider. Tests ordered by the provider fall into 4 categories:

1. *Voluntary / Patient Requested tests* - If you ask the provider to order a test for you and the provider agrees to do so.
2. *Screening tests* - Tests recommended as standard of care to ensure that you are healthy, free of any cancer, diseases, or other medical conditions that are being tested for. (Mammograms and Colonoscopy Studies are the most common screening tests that we order)
3. *Diagnostic tests* - Test that the provider is ordering based upon your current physical exam and/or interaction with the provider. (Blood Tests, Ultrasounds, and other Imaging Studies are the most common diagnostic tests that we order)
4. *Procedures* - In-office, outpatient, or inpatient procedures may be ordered for diagnostic or treatment purposes. (Biopsies, VAT, ABI and other procedures to be performed by the provider or by other providers/facilities may be ordered)

Many people feel complacent about screening tests as they frequently indicate that there are no problems. Nevertheless, it is very important for you to get regular screening to ensure that we have the best chance to catch problems before they become more serious or even deadly. Screening is not a guarantee of detection, but it is currently the standard of care and is very effective. Please help us help you by getting your screening tests on a regular basis. When the provider orders diagnostic testing or procedures, it is very important that you follow-through and get these performed. These are being ordered as a direct result of your current medical condition (screening test results, physical exam, your complaints, etc.). These orders are to help the provider determine the severity of your condition and determine the course of your treatment. Delaying or ignoring these orders could result in irreversible worsening of your condition, and in some cases death.

We employ the use of an automated patient reminder system and use an electronic medical records system to track orders & results and make every attempt to follow-up with you if we do not receive results from test that were ordered. Unfortunately, no system is fool-proof and the ultimate responsibility for follow-up is yours. If you are unable or unwilling to perform any test or take any medication, please contact our office immediately and let us know so that we can note this in your chart. This will stop any automated reminder messages, but will not stop any condition you have from progressing. We strongly advise against this action, but recognize your right to decide if/when you will comply with the provider's orders. In certain cases, the provider may insist that you follow orders or leave our practice.

### **Patient Acknowledgement:**

I have carefully read and fully understand my responsibility to follow-through with the provider's orders and/or communicate with the office if there is any reason why I cannot or will not do so.

---

Signature of Patient / Patient's Representative Print Name & Relation Date