



Welcome to Health Professionals of Winfield

www.healthprosofwinfield.com

Office Hours: 8:00 a.m. – 12:15 p.m. – 1:15 p.m. - 5:00 p.m.

Monday, Tuesday, Wednesday, Thursday

8:00 a.m. – 12:15 p.m. Friday

If you have an emergency after hours call 911.

If you call after 5:00 p.m. and it is not an emergency you may leave a message and we'll return your call the next working day.

If you have a question regarding insurance and or billing, our billing office will be glad to assist you by calling 620-221-4000.

Questions can be transmitted to the practitioner through the receptionist. Decisions in regard to (stopping, repeating, or changing medication(s), or re-evaluation by examination in the office) can often be made without the practitioner speaking to you directly. Emergency calls will be handled immediately. Call which are less urgent, may be returned within 12-24 hours. It is best to make telephone calls about non-emergencies during office hours. Transmission of messages by other staff will enable us to take care of your needs more efficiently than if the practitioner handled each telephone call personally. We hope that you will understand this and assist us with your cooperation.

APPOINTMENTS:

We appreciate you showing us the courtesy to notify us when you cannot keep an appointment. If you do miss three or more appointments without notifying us you may be asked to find another physician.

PRESCRIPTIONS AND REFILLS:

We prefer not to refill prescriptions outside office hours, so try to anticipate your needs. Call your pharmacy early in the day to have the refill authorized. The best method of having a prescription or refill issued is to have your pharmacist call our office. Please allow 48 hours for refill requests. Certain prescriptions refills require a face to face visit with the provider before a refill can be administered. This is a standard protocol established by the clinic for the patient(s) safety and standard of care.

PATIENT INFORMATION RELEASES:

In order for us to forward copies of your chart, a release form must be signed by the patient and/or guardian. If you request your records to come to your directly there will be a charge.



FINANCIAL INFORMATION:

The office staff will be happy to discuss the charges for our services with you. We want our patients to understand our fees. For more information please refer to the Patient Payment Policy.

Private pay patients are required to pay at the time services are rendered. If for some reason the patient is unable to pay in full, prior arrangements need to be made with the clinic manager.

Patients with a balance will receive a monthly statement.

Accounts that exceed 60 days with no payment, will be notified of the overdue balance. Please contact the Clinic Manager and or Billing Supervisor as soon as possible to clear any discrepancy in your account. If we do not receive payment or correspondence from you, your account will be considered delinquent and may be deliberated for collection action.