



Welcome to Mansfield Family Practice!

We believe the best healthcare outcomes are based on mutual trust between patient and physician. We believe patients and families are partners in ensuring that the best possible care is provided in a healthful, safe environment. We count on you to participate in your care in the following ways:

- To the best of your knowledge, provide accurate and complete information about your present symptoms, past illnesses, allergies, hospitalizations, medications and other matters relating to your health.
- Ask questions if you do not clearly understand the proposed plan of care and what is expected of you.
- Keep appointments. When you are unable to do so for any reason, notify the office reception staff in advance. A \$25 fee may be applied for any visit missed without proper notice. Excessive missed appointments may result in discharge from the practice.
- Treat other patients and staff with consideration and respect.
- Be respectful of other patients' right to privacy.
- Be honest with the doctors & other health-care workers.
- Follow the treatment plan agreed upon.
- Provide accurate insurance information and promptly pay balances not covered by your insurance.
- Understand the requirements of your own health insurance. (We will do our best to assist you as we are able however, it is virtually impossible for us to keep all of the different health plans straight, but we sure try!)
- Pay your co-payment at the time of your appointment.
- Understand how your pharmacy plan works.
- If you have a life threatening situation, call 911 or go to the nearest emergency room.

Mansfield Family Practice will try to do everything we can to accommodate you and your family. In an effort to set reasonable expectations, Mansfield Family Practice will:

- Introduce ourselves.
- Greet you in a pleasant, professional manner.
- Take you to a neat, orderly exam room and be prepared for your exam.
- Answer your questions or let you know where you can get answers.
- Fill or refill prescriptions within twenty-four hours. Refills may take longer if they are called in afterhours or on weekends.
- Do our best to find you a suitable appointment date and time. Please note that most forms you need for schools or work require an examination
- Provide prompt and accurate billing
- Keep all your records and communications concerning care and treatment confidential.
- Handle routine medical questions during normal business hours. Every effort will be made to return your call in a timely manner, however, you may need to be seen in our office to properly diagnose and treat a problem. We can only truly treat all medical problems in person.

Thank you for choosing Mansfield Family Practice for your health care needs. We are pleased to have you as a patient.