

What you can expect.

WE ARE HERE FOR YOU

At Check In - Each time you visit our office you will be asked to verify your demographic, insurance information and co-pay. Co-payments are collected at check-in, prior to services being rendered. We accept cash, personal checks, and money orders, Visa, MasterCard, Discover and American Express. If any new insurance cards are issued, those cards must be scanned and entered into our computer system. On your first visit, and once per year, there will be forms for you to complete, which include demographic information and allow us to bill your insurance company.

Nurse Practitioners & Physician Assistants - During a visit you may be seen by a Nurse Practitioner (NP) or a Physician Assistant (PA) who supplements the care provided by our physicians. These individuals have achieved a master's degree and are trained in primary care including health promotion activities, screening tests and physical exams to detect disease, and treatment of common or chronic illness. Our NPs and PAs are licensed by the State of Indiana and certified to treat acute and chronic illness.

After Hours - We understand medical questions and concerns can arise at any time. DeKalb Health Medical Group maintains an on-call staff 24/7 to assist you and your family with your healthcare needs. If a question or concern arises and you need to speak with your healthcare provider, you may contact the switchboard operator at DeKalb Health. You will be put in contact with your healthcare provider or the provider who is covering for your primary care provider. To contact a physician after hours please call: 260.925.4600.

CANCELLATION POLICY

Appointment Scheduling - Patients are seen by appointment; however, some providers do allow walk-in visits. Please check with the office. To schedule for school or routine exam, we ask you to please call our office two to four weeks in advance. Sometimes we are asked to see other family members during another family member's visit; however, this makes it difficult for other patients to be seen on time.

If it is necessary for other family members to be seen, please call our office in advance. While our providers make every effort to stay on schedule, there are times when emergencies arise. We thank you in advance for your patient understanding of these circumstances.

Allergy Shots - If you or a family member receive allergy shots, a provider must be in the office at the time of the injection. Please call ahead to make sure a provider is available in the office.

Cancellations/Rescheduling - If an event arises and your appointment needs to be cancelled or rescheduled, DeKalb Health Medical Group asks that you call 24 hours in advance if at all possible. It is important for the office to be notified as soon as possible in order to reschedule your appointment and open that appointment time for other patients.

No Shows - If you are unable to make your appointment and do not call to cancel or arrive more than 10 minutes late, you will be considered a "no show." **After three (3) no shows in a rolling 12-month period, you may be dismissed from the practice.**

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