

Welcome to Family Health of Delaware

We value you as a patient and wish for your experiences with us to be conducive to your good health. Please take a few moments to review our office policies and procedures:

Scheduling an appointment

When you are in need of medical attention, please call the office and schedule an appointment. A staff person will assist you in getting to see the doctor as soon as possible.

Once you have made an appointment, it is important to maintain communication with the office if something should come up. *We understand that life happens.* We need for you to understand that your appointment is a time set aside just for you. When you do not show or do not cancel your appointment—then that time remains vacant. Whereas, had a cancellation been made, then another patient could have been seen during that period of time. Failure to cancel an appointment within 24 hours or failure to show for a scheduled appointment will result in our medical office assessing a fee of \$30. To avoid this fee, please call ahead and cancel or reschedule your appointment for a better time.

AT THE OFFICE

Check-in:

Please try to arrive at the office at least fifteen minutes before your scheduled appointment. This allows time for you and the front desk staff to update your contact information and to verify the accuracy of your current insurance information in our records. When you arrive at the office, always sign in and be ready to provide a copy of your current medical insurance card. This is important to assist our staff in ensuring the accuracy of your financial position with Family Health of DE.

Medical Treatment:

There may be times when Dr. Tonwe himself, is unavailable and you may have to be seen by another practitioner. While this is your option, we appreciate your support.

Check- out:

After you have been seen by the medical provider, you will be asked to return to the waiting area. At this time, a front desk representative will collect your co-pay (this may happen before being seen). Also, s/he will inform you of any referrals recommended by the provider as well as set up follow up appointments.

BEHIND THE SCENE

There are many Administrative functions that occur outside of the medical exam rooms. There are many individuals working diligently to ensure the accuracy of our records, and the timely processing of claims (requests to third parties for payment). When contacted by one of these individuals, we thank you in advance for providing the necessary information or taking the requested action to ensure timely payment.

Please understand that when these requests are not honored, the financial cost of services rendered become the responsibility of the patient until resolved with the appropriate third party.