

**Greg E. Eudy, MD, PC**  
**Birmingham Rheumatology**  
**2022 Brookwood Medical Center Drive/ Ambulatory Care Center Suite 211**  
**Birmingham, AL 35209**  
**205-263-0093**

**Dear Patient,**

Here is a reminder of a few of our policies that will allow us to serve you better:

1. **Time.** We want our office to run on time as much as our patients do. No one likes spending hours in a waiting room. If all patients arrive on time for appointments, waiting time should be minimal. Thus, we request that new patients ***CHECK IN AT LEAST 30 MINUTES*** before their appointment time (***plan for 15-20 minutes to park in the deck and find your way to our office***). *If you have not filled out your new patient paperwork in advance, you must check in at least ONE HOUR before your appointment time.* If you fail to follow these guidelines, we cannot guarantee that you will be seen on the day of your appointment; you may be asked to reschedule.
2. **No shows.** Rheumatologists in our area are busy; wait times of 3-4 months for an appointment are common. Therefore, if you do not keep your appointment or call to cancel within 24 hours of your appointment time, you will be charged a \$25.00 NO SHOW fee. We will not make another appointment for you until this fee is paid. A similar policy applies to all subsequent follow-up appointments. Failure to pay a NO SHOW fee in a timely manner will cause your account to be **LOCKED** until the fee is paid. (A **LOCKED** account means no appointments can be made and no prescriptions can be written.) The account is unlocked by payment of the NO SHOW fee.
3. **Contacting our office.** We answer the phone Monday through Thursday (exclusive of major holidays) from 8:30AM to 12:00 and 1:00 to 3:30PM. If no one answers your call during these periods, please try your call again in 5 minutes. During busy periods you may be placed on hold since office personnel often handle multiple calls. However, we want to talk to you personally, so please be patient. ***We are closed on Fridays.***
4. **Prescription Refills.** To ensure that you are properly monitored for any medicines Dr. Eudy prescribes, he will authorize enough refills at the prescribed dosages so the medicines will last until your next scheduled appointment. If you cancel that follow-up appointment or fail to keep it, be advised that Dr. Eudy will only authorize additional refills for your medications after seeing you at a follow-up visit.
5. **Prompt Payment.** All outstanding patient balances are due when billed. When you receive a billing statement from us please pay the entire balance promptly. If you cannot do so you must *immediately* contact Joy Caton in our billing office to arrange a payment plan that pays the entire balance due over no more than a 90 day period. Failure to pay promptly can cause your account to be **LOCKED** – meaning no appointments and no prescriptions.
6. **Patient Portal.** Your healthcare information will be available to you via a secure patient portal on our website. Simply access our website address (provided separately), click on “Patient Portal” and then “Sign up” to verify your identity and to create your user name and password.
7. **Your cell telephone number.** Per a recent ruling by the Federal Communications Commission re: the telephone Consumer Protection Act, TCPA, you must give Greg E Eudy, MD PC and our authorized agents ‘express written consent’ to contact you using your wireless number(s) about any billing or collection issue. Your signature below provides that consent, and is required by us as a matter of policy to process your account with us:

Signature (patient or authorized caregiver) \_\_\_\_\_ (Date)

A signed copy of this form must be on file in your medical records on or before the date of your next appointment. Thank you very much for your understanding. These policies are designed to achieve our goals of providing you with quality care and service while respecting the value of your time and the time of all our other patients. Our staff cares about you and your health. We look forward to continuing to serve your rheumatologic healthcare needs.

Office of Greg E. Eudy, MD, PC