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Dear Patient:

We would like to welcome you once again to the Family Clinic of Fort Collins and explain a little about our office policies. We are delighted that you have chosen our doctors as your Primary Care Physicians (PCP). All of our physicians are board certified in Family Medicine. Therefore, we are able to advise you and your entire family on health care needs, regardless of age or gender.

In an effort to meet the busy lifestyles of our patients, we offer extended office hours from 8:00am to 5:00pm. Our phones are assigned to the answering service from 5:00pm to 8:00am the following morning. Should you, or your family, be in need of acute care, after office hours, there is always a doctor on-call, 24 hours a day / 7 days a week.

Our mission is to provide outstanding quality health care to our patient population. In an effort to keep the costs of health care affordable, we have developed office policies and procedures regarding payments. We appreciate your assistance in meeting this goal by keeping demographic and insurance information current and paying copays at the time of service.

Our patients can expect from us:

- A high degree of professional skill and ability
- Dedication to your health care needs
- Reinforcement of the preventative care philosophy
- Fees that are appropriate for the services provided

In return, we expect from our patients:

- Cooperation in making and keeping appointments
- A conscientious effort toward healthy living
- Your payment of fees (for which you are personally responsible) at the time of service
- Your active, and ongoing, assistance in keeping our office informed of your current health insurance information

In order for our newly formed relationship to be mutually satisfying and beneficial, we ask that at any time you have a question or are unhappy about any treatment, service, attitude of our office personnel, or fees, you will discuss it with us promptly and openly. Misunderstandings and/or lack of communication are the only obstacles to our continued friendship and professional relationship.

In your first visit, you established a relationship with one of our physicians whom you may have designated to be your PCP. In the future, should you be in need of additional medical care, we will make our best efforts to schedule you with your PCP. In the event he/she is unavailable, and your medical problem is urgent in nature, one of the other physicians in our group will be available to address your needs.

Again, welcome to the practice. We are happy to have you as a new member of our family!