

South Houston Internal Medicine, LLC

1018 Keith Drive Perry, GA 31069

Phone (478) 987-7444

Welcome to Our Practice!



Welcome and thank you for choosing us to be partners in your medical care.

We are committed to providing you with the best possible medical service. Excellence is our goal. We are proud of our highly trained and knowledgeable staff. We aim to keep your visits as pleasant as possible. Please do not hesitate to ask us any questions regarding your healthcare.



Office Hours:

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------|---------------|---------------|----------------|---------------|
| 8:00 –12 Noon | 8:00 –12 Noon | 8:00 –12 Noon | 8:00 – 12 Noon | 8:00 –12 Noon |
| 1:00 – 5 pm | 1:00 – 5 pm | 1:00 – 5 pm | 1:00 – 5 pm | 1:00 – 5 pm |

Emergencies: For life-threatening situations, call 911 or proceed to the ER. If you have an urgent problem, please call our office for instructions. After office hours, please call the regular office number (478) 987-7444 and you will be prompted on how to reach the physician on call. **Please clearly state your name and call back number.**



Prescriptions: Requests for prescriptions refills should be done during normal office hours. Otherwise have your pharmacy contact us. **Please allow 48 hours for refills to be processed.** No narcotic medications, i.e., sleeping pills, pain medications, etc., will be refilled over the week-ends. **In general, medications will not be refilled after 3 months from your last office visit (1 month for narcotics).**



Appointments and Referrals

For appointment please call (478)987-7444

- Please call in advance for routine office visits. Make follow-up appointments as you leave. We make every effort to stay on schedule, although emergencies do arise. If we are seriously delayed, we will notify patients beforehand.
- As a courtesy, please call the office as soon as possible if you are unable to keep your appointment or are going to be late.
- Scheduled office procedure such as EMG and sonograms are contracted services. Kindly inform this office if you are unable to make these appointments. **Failure to show up without notice may result in a surcharge.**
- Referrals: Please allow 48 hours for referral processing. If you are being referred here, please be sure to bring the referral with you at the time of office check-in.**



Financial Policy

- All deductibles, co-payments, co-insurance, and any outstanding balances are expected at the time of service.** Patients may be financially responsible for payment of all services if their insurance company does not pay. **Patient accounts not paid promptly are subject to third party collections and/or legal procedures.**
- If we are not participating providers with your plan, we will provide you with a receipt for you to file with your insurance company.
- If your insurance carrier has not responded to a claim within 90 days, we reserve the right to formally transfer all associated liability for the claim to the patient/guarantor. Failure to promptly resolve this balance may result in third party collection and/or legal procedures be taken. Please keep a close watch for carrier claim payment and contact the insurance carrier in the event a claim is not resolved within 60 days from the date of service.

- Please always notify our office of any change in name, address, phone or insurance information.



Insurance

- Prior to your appointment, please check your insurance information so you will be informed about referrals, co-payments, and any deductible required at the time of the visit.
- We accept debit cards, cash, Visa and MasterCard.*
- For your **first visit**, please bring your insurance card and picture ID for patient information forms.
- We accept **Medicare** as well as most insurers, however, please review all insurance information with our staff prior to services being rendered.
- Your health insurance contract is between you and your insurance company. Any complaints regarding your coverage should be directed to your carrier.



Helpful Reminders

- Bring your medications bottles every visit. Please let us know if any other health provider (e.g., specialist, Chiropractor, Podiatrist, Eye doctor, etc.) added new medications or made changes to existing ones.
- Inform the Medical Practice staff of any pertinent changes in insurance, employment, demographic information or relationships with other care/service givers.
- Arrive on time for scheduled appointments and cancel, when necessary, with a phone call.
- Provide payment for services requested and delivered by the Medical Practice not covered by insurance within 90 days.
- Notify the Medical Practice of any change in his/her health status.
- Follow the recommended treatment plan and inform the Medical Practice of any physical or mental impairment requiring special accommodation.
- Ask questions if directions and procedures are not understood.



Services provided

- Blood draw
- Sonogram
- Colonoscopy/EGD
- EMG
- Sleep Study
- Holter monitoring.
- Spirometry
- Minor biopsy/cautery



Our Staff

JP Ocubillo
Office Manager

Monique and D’Nautica
Front Desk

**Melissa, Hannah, Belinda
& Tameika**
Medical Assistants

Lily
Administrative Assistant

Nikki
LPN

Tiffany
Billing Specialist