



Methodist Physicians Clinic  
Council Bluffs Surgical Associates  
201 Ridge Street Ste. 214  
Council Bluffs, Iowa 51503

Phone: (712) 396-4320 / Fax: (712) 396-4328

## PATIENT POLICIES

### Phone Calls

Phone calls are accepted Monday through Friday 8:00 a.m. to 4:30 p.m. The office phone number is 712-396-4320. If you have an emergency, please go to the closest emergency room or call 911! For less urgent situations that cannot wait until regular business hours, please call our office and leave a message with the answering service to have the physician paged. The doctor will return your call as soon as possible.

### Appointment Scheduling

Appointments are available Monday through Friday from 9am-4pm. To schedule an appointment, call the office at 712-396-4320. We require 24-hour notice if you need to cancel or re-schedule an appointment so that we can use the time to accommodate other patients. If you arrive more than 15 minutes late, we may need to ask that you reschedule your appointment, depending on the situation. If you no show for an appointment more than 2 times it may result in being dismissed from the practice. You should bring your insurance card, photo ID and medication list to all appointments.

Please Note: If you are scheduled for surgery, someone from the hospital will call before surgery to let you know what time to arrive at the hospital and where to go when you arrive.

### Referrals/Pre-certification

It is your responsibility as a patient to determine if your insurance requires a referral and to obtain a referral from your primary care physician. Please also verify that the physicians are approved providers with your insurance company.

### Billing/Payment Information

Co-pays are due at the time of your visit, when checking in for your appointment.

Please bring your insurance card and photo ID with you to each visit for verification. Please notify us of home address, phone number and/or insurance changes. This will allow for proper contact and billing. All other billing and payment information is provided on our payment policy.

### Patient Portal

MPC Council Bluffs Surgical Associates has implemented IQHealth.com, which is a site that allows patients to review current medications, lab and surgeries. IQHealth.com is also a pathway to cbsurgical.com.

Access to IQHealth.com requires your personal email address and for security purposes the last four digits of your Social Security number. MPC Council Bluffs Surgical Associates will forward you an invitation to access your medical records. If you are interested in this service you can accept or simply ignore the invitation.

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## **Test Results**

Test results will be shared with you by phone, unless otherwise instructed by the provider. If you have questions about test results, please call our office during normal business hours at 712-396-4320.

## **Prescriptions**

Our physicians will only provide refills for the medications that they have prescribed for you. We ask that all refill requests are during regular business hours.

Please remember to ask for any refills at the time of your appointment. If you need medication refills, and do not have an appointment, please have your pharmacy call the office before you are completely out of your medication, as refills may take as long as 24 hours to be refilled.

On weekends, holidays, or after hours, call our main number 712-396-4320 and you will be put in contact with our answering service who will contact the physician on call. Since this may not be your prescribing physician, they will need all the information found on the label of your medication bottle. If you do not have the appropriate information, or under certain circumstances, such as pain medication, your prescription will not be refillable at that time, and you may need to wait until the office reopens. Our office hours are Monday through Friday 8:00 a.m. to 4:30 p.m.

Please understand that not all pain medications can be phoned in to a pharmacy and require a security prescription each and every time it is filled. If this is the case, please plan in advance for this, as our physicians are not in the office every day. You may need to pick up the prescription in person at the office. This mainly applies to certain types of pain medication.