

MISSION STATEMENT

The mission of Erland Internal Medicine, P.C. is to provide quality medical care in a relaxed and supportive environment as a collaborative effort between patient and physician. To accomplish this goal, we require an understanding on your part, as the patient, as to how you can assist in accomplishing this goal.

Please read the following information and sign the bottom upon completion.

Our regular business hours are from 8 a.m. to 5 p.m. Monday through Thursday. For your convenience, we are open on the first and third Friday every month from 8 a.m. to 12 p.m. Our Friday schedule may change and we may not be open, please keep this in consideration.

I request that all medical problems, questions and medication refills be dealt with during normal business hours. I am available outside of working hours and weekends for urgent and emergent issues only.

I have privileges at St. Alphonsus and St. Luke's medical centers. If you have a medical emergency, it is requested that you call 911 and go directly to the emergency room at St. Alphonsus or St. Luke's or the nearest hospital.

No medication refills will be given outside of normal business hours or on weekends. Please contact your pharmacy first for refills with **48 hours advance notice required**.

Patients are expected to give 48 hours advance notice if an appointment cannot be kept. Failure to contact us for a missed appointment may result in dismissal from Keri Erland Internal Medicine P.C.

Failure to show will result in a charge to your account of \$100.00. Two failures to show will result in dismissal from Erland Internal Medicine, P.C.

It is requested that **payment be made at the time of service**. Patients who demonstrate financial hardship may qualify for long term payment arrangements. Please contact our billing manager with questions.

I have read the above statement and have had any and all of my questions answered adequately.

Name_____ Date_____