

LINCOLN FAMILY MEDICAL GROUP, PC

7441 O Street, Suite 400

Lincoln, NE 68510

Telephone: (402) 488-7400

Telephone Call Policy and Fees

Fee amounts are subject to change.

DURING OFFICE HOURS

- Calls to MD/PA less than 5 minutes
- Routine Rx refill without medical discussion
- Calls resulting in an office or hospital service within the next 24 hours
- Speak briefly with an MA or nurse.....NO CHARGE

- Calls lasting 5-10 minutes or involving a prescription when not seen for problem in the last 7 days
- Replacement of a lost Rx \$15.00

- Calls lasting 11-20 minutes when not seen for problem in the last 7 days \$25.00

- Calls lasting 21-30 minutes when not seen for problem in the last 7 days \$40.00

AFTER OFFICE HOURS

(includes weekends/holidays)

- Phone calls to discuss problem for which patient was treated in the office in the last 7 days
- Calls resulting in an office or hospital service within the next 24 hours.....NO CHARGE

- Calls lasting 5-10 minutes or involving a 2nd call to a pharmacy, laboratory, hospital, etc. when not seen for problem in the last 7 days
- Replacement of a lost Rx \$20.00

- Calls lasting 11-20 minutes when not seen for problem in the last 7 days \$30.00

- Calls lasting 21-30 minutes when not seen for problem in the last 7 days \$45.00

Revised November 2008