



Practice Policies

Health care is a cooperative effort. I will provide you with medical care (which includes being “on call” for emergencies), including treatment, advice and information. In return, I expect you to provide me with all information relevant to your health and to make an effort to improve or maintain your health. This will include regular well exams (physicals) at least once every three years, mostly to remain connected and up to date on routine health maintenance. I also advise and expect continuous effort to minimize self-destructive behaviors, such as smoking, excessive alcohol and overeating.

If an appointment is made, we expect you to keep it. In general, we will not call to remind you of appointments. If your email is correct, and does not block us, you will receive reminders. Call to cancel if you are unable to make your appointment or use the portal. The office retains the right to bill you for missed appointments in the absence of a timely notification or explanation.

Please familiarize yourself with the rules of your insurance plan. If necessary, call your insurance company regarding requirements or options. Often services require referrals or authorizations in advance or need to be performed in a limited network. It is your responsibility to know and understand the requirements of your particular plan. Keep us informed of any changes to your insurance.

Family Physicians can provide most of your medical needs, and when necessary guide you to the appropriate specialist, as well as coordinate your care. If you have an appointment with a specialist that is a follow-up or has been previously discussed, contact us and allow 1-2 working days to properly authorize the referral. If we need more information, we may ask you to schedule a visit.

Prescription refills are best handled during a visit. Bring your medications or a list to the appointment to avoid errors. As a rule prescription refills are not normally granted if a patient has not been seen in the last 12 months. Ask your pharmacist or insurance regarding prescription formulary questions or cheaper alternatives. Allow 24-48 hours for refill requests.

If you have a co-payment, it is due at the time of service, as specified by your insurance policy. Co-insurance or balances remaining will be due immediately upon receipt of your insurance EOB or our notice to you. Unpaid balances are subject to a billing fee.

FAA examinations and other occupational exams are payable prior to services rendered regardless of exam result.

A voluntary annual administrative fee is requested. Check our “forms” section regarding this policy.

We accept most commercial insurances. Check with your insurance or employer to ensure Dr. Zwaan is in your network and designate him as your “pcp” if necessary.

Dr. Zwaan has opted out of medicare. Medicare beneficiaries are invited to receive care on a private contract (cash) basis. Check our “forms” section to review our private contract, and call us if you have any questions.

Practicing medicine in the 21st century is challenging, especially for the primary care physician. As impersonal as these office, insurance and billing policies may seem, they are absolutely necessary.