

How to Get The Most Out Of Your Doctor Visit

- When you make your appointment, let us know if you have lots of questions and concerns, or is this a well-woman visit to get a refill on your pills or hormones? This will assist us in allowing the appropriate amount of time for your visit.
- Make sure you are familiar with your insurance benefits and restrictions.
 - Does your insurance require a referral from your primary care physician (PCP) before you see another doctor? If “yes,” please obtain a referral before coming to your appointment.
 - Does your plan have only certain doctors that “participate”? Is Dr. Biggerstaff on your list? Check your physician directory or call your carrier. Dr. Biggerstaff does not participate in all plans – you could be responsible for additional charges if you see a doctor who is “out of network.”
 - Do you have a deductible to pay before your insurance starts paying? If so, have you met the deductible?
 - Does your plan have a set co-pay or percentage that you are responsible for? Deductibles and co-insurance are payable at the time services are rendered.
 - Be aware of specific labs, x-ray facilities, and hospitals you are to use and notify us accordingly.
 - Does your insurance require prior approval before you have any diagnostic tests, lab, etc.?
- Be aware that the cost of your visit may vary if a significant amount of extra time is needed to address your questions and concerns. Also, lab or procedures performed may increase the cost of your visit. If you have concerns about the amount you will be responsible for, please discuss with us prior to treatment being rendered.
- It may be necessary to schedule an additional appointment to allow ample time to properly meet your needs.
- Feel free to call the office to see if Dr. Biggerstaff is running on time.
- Have a list of your symptoms and concerns along with a list of questions or topics you wish to discuss.
- Please make every effort to keep your appointment and arrive on time. For the benefit of other patients, please call us at least 24 hours in advance:
 - if you are unable to keep an appointment or
 - if you need to reschedule an appointment.This will allow us to work in patients who have emergencies or urgent needs while still maintaining a minimal wait time.
- Make sure you understand everything Dr. Biggerstaff and his staff say before you leave the office. Do not be afraid to take notes or ask questions.
- Feel free to call back if you get home and have a question or concern.
- We strive to continually improve our services, please let us know how we can better serve you.