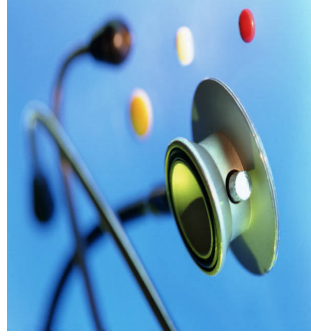


Patient Protocols

- For proper treatment, the doctor will require an office visit prior to initiation of medications or referrals.
- Off work slips & x-ray orders require an office visit to determine medical necessity.
- Lab/x-ray results will only be called if abnormal.
- Allow 48 hrs. for prescription refills, specialty referrals, and insurance authorizations to be completed.
- The “nurse” can only offer general advice but cannot diagnose or treat you over the telephone.
- We will only refill the medications that Dr. Holtsclaw prescribes in order to reduce confusion and errors.
- We do not take walk-in appointments.
- Phone calls to the office will be returned within 24 hours.



It is our pleasure to serve you !



Holtsclaw Medical Centre
Family Medicine



4666 W. Jefferson Blvd
Suite 140
Fort Wayne, IN 46804
www.HoltsclawMC.com



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Telephone: (260) 432-0100

Practice Objectives

We value your business and want to make your experience with Holtsclaw Medical Centre a pleasant one. In doing so, we limit interruptions to your visit so we may remain attentive to your needs. We know your time is valuable, so we are committed to friendly, efficient service during your office stay with us. We realize questions may arise outside of your office visit so our staff is also available on a limited basis to answer those. However, telephone calls are not our primary focus so please keep them to a minimum.

Your health is our number one priority and we are pleased with the many services we offer. You can complete the necessary forms on our website and bring them in with you to shorten your registration time during check-in. We provide complementary beverages at our refreshment center in the lobby. We have invested in computer software to allow better charting, coding, billing, and generation of quality control reports necessary to evaluate our practice and continue providing excellent care.

We acknowledge that the practice of medicine is ever changing. Increasing health costs and decreasing reimbursement by insurance companies challenges us to use our time and resources wisely. We pledge to do our best to provide quick, efficient service to you at a reasonable cost. Remember, however, insurance companies may not cover certain services that are recommended by the physician and you may be required to pay the difference.

Office Hours:

Monday-Friday 8:30 am—5:00 pm



Benefits of HMC

Our Commitment

Our goal is to focus on the fundamentals of traditional family medicine while utilizing the latest technology designed to give our patients a pleasant medical experience.

Our concept is simple when it comes to patient access. We offer both fixed appointments as well as same day visits to fit your needs.

What Sets Us Apart

At Holtsclaw Medical Centre our office is designed with your priorities in mind. Use our wireless internet or computer station to conduct business, surf the web or check your emails during your visit.

It's Fast, Free and allows you to make the best use of your time.

No more paper charts! Our office uses Electronic Medical Records and Practice Management software developed to allow us to serve you in a more efficient, secure, and proactive manner.

Our Provider Care Team

Lisa M. Holtsclaw D.O.

Dr. Holtsclaw is Board Certified in Family Practice. She graduated from Kirksville College of Osteopathic Medicine in Kirksville, MO in 1993 and continued her residency here at the Family Practice Residency Program in Fort Wayne. She has been in practice for eleven years.



Office Policies & Procedures

Paperwork may be required in the ongoing evaluation and treatment of your medical condition. It is customary to charge a fee for providing these services.

Please bring your medications with you to your scheduled office visit. Routine prescriptions should be refilled at your appointment time not over the telephone.

For patient safety we will not call in new prescription medications, including antibiotics, unless you have been seen in the office.

We reserve the right to charge for missed appointments. We require a 24 hour notice for all cancellations, otherwise you may be charged.

Dr. Holtsclaw is available after hours for emergencies only. Any other concerns or routine medication questions will be answered during normal business hours.

Co-Pays will be collected at the front desk during check-in.

Minors under 13 years of age must always be accompanied by a parent or guardian



Nurse Practitioners

Our Nurse Practitioner is Board Certified and available to provide for your medical needs.



Sara D. Heck