



## Practice Policies

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*Our policies enable us to provide quality medical care in a timely manner.*

### Prescription and Refill requests:

- In an effort to take care of your prescription and refill needs, we ask that you have your pharmacy contact us with your requests to ensure prompt and accurate refills. Please allow us 24 – 48 hours to respond and approve your medications. Your pharmacy will contact you when the prescription is ready for pick up.

### Cancellation of an Appointment:

- In order to be respectful of other patients' needs, please call our office promptly if you are unable to attend an appointment, preferably 24 hours in advance. This time will be reallocated to someone who is in urgent need of treatment.

### No Show Policy:

- A “no show” is a missed appointment that was not canceled prior to 24 hours of your scheduled appointment.
- In this event, a **\$50.00 No Show fee** will be charged. Payment will be expected prior to rescheduling any appointment and is not reimbursable by your insurance carrier.
- Three “no-show” appointments in a twelve-month period may result in dismissal from the practice.

### Late Arrivals:

- In an effort to serve our patients in a timelier manner, we request that you be on time for your scheduled appointment. In the event you are running late, please call ahead.
- If you are 10 or more minutes late to your scheduled appointment, you may be asked to reschedule.

### Same Day Appointments:

- Please keep in mind that all patients are seen by **Appointment Only**. If you show up in our office with questions or wanting to speak with the doctor or nurse and you do not have an appointment, you will be given the next available appointment time which may not necessarily be on the same day.

### Contacting your Provider or Medical Assistant:

- We understand there are times that you feel the need to speak to your provider and/or MA during the day. However, you must realize they are seeing scheduled patients and have limited access to phone calls during this time.
- If you call in and need to reach your provider and/or MA, please leave as much detailed information with the front desk as possible so they are able route your needs appropriately.
- We will return your call within 24 business hours.



### **Insurance Filing and the Law:**

- Most of the services provided in this office are medically necessary and paid for by your insurance company. Unfortunately, not all services are covered and may be considered elective. In cases where the service has been denied by your insurance, you will be personally responsible for the bill.
- Federal laws addressing insurance company transactions require that we submit claims to an insurance company accurately, reporting the exact services performed and the exact reason for performing them. We are not allowed to alter the medical record or claim forms.
- Our practice strictly adheres to these laws, and will submit claims to all insurance companies in this manner.

### **Forms/ Letters**

- There is a **\$25.00 fee** for all letters and forms which you would like for our staff to complete. Payment is required at the time you drop off the paperwork. Please allow 10 days for paperwork to be completed.

### **Test Results:**

- Test results must be reviewed and discussed with your doctor in-person or telemedicine visit.
- Keep in mind that test results have to be received from the facility where they were done before they can be reviewed by your doctor. Sometimes there are delays in this process.

### **Medical Record**

- Medical records are confidential and written authorization is required prior to processing a request. For a copy of your medical records, please complete a medical release form and contact the office for medical record fee.
- Copies of medical records **may be released to a third party** upon receipt of written authorization of the patient. Fee must be paid before medical records are released; **\$25 for the first 20 pages and 50 cents for each page thereafter** for medical records provided in a paper format. Mailing fee is a separate charge.