

Office Policies

Appointments, Cancellations and No-Shows

Appointments are generally scheduled Monday through Friday from 8:00am – 5:00pm. We believe that our patient's time is valuable. Every effort is made to keep your waiting time to a minimum. If you are unable to keep an appointment, please notify the office as soon as possible, preferably 24 hours prior to the appointment. This courtesy allows us to give appointments to another patient. **New patients must arrive 30 minutes prior to their first appointment in order to complete the necessary paperwork.** A 'no-show' is someone who misses an appointment without canceling within 24 hours of their scheduled appointment time. No-shows inconvenience those individuals who need access to medical care in a timely manner. Failure to present at the time of the scheduled appointment will be recorded in the patient's record as a "no-show". **When three "no-show" appointments have been documented you will receive a letter from the physician discharging you from the practice.** We will offer 30 days of emergent care only and transfer your records when you find a new physician.

Co-payments, Deductibles and Non-Covered Services

Due to changes in today's healthcare, your insurance may not always pay for all services. You will be responsible for paying any claims that are not covered by your insurance. Your insurance plan requires us to collect a co-payment that will be requested at the time of service. For your convenience, we accept cash, check and most credit cards. If you have MEDICARE please familiarize yourself with the items and services for which Medicare will not pay.

Medicare does NOT pay for all of your health care costs. When you receive an item or service that is NOT a Medicare benefit, you are responsible to pay for it, personally or through any other insurance that you may have. (If you have questions please ask for the NEMB form-Notice of Exclusions from Medicare Benefits.

Prescription Refills and Samples

You must contact your pharmacy directly for more expedient prescription refills. Please allow your pharmacy **up to 48 hours** to process your refill request. The pharmacist may need to check with your physician. Please do not call the nurse and leave multiple messages about your refill as this will only delay the process of completing your refill request. Please note that prescriptions will not be refilled after hours, on weekends or holidays. Some prescriptions cannot be refilled if you have not seen your physician within the last 6 months. When you are being seen by your physician, please remind him/her to refill your medications at the time of your visit. If you have mail away prescriptions, please allow 7-10 business days for the necessary forms to be completed. It is very important you plan ahead with mail away prescriptions to allow us adequate time to get all the paperwork completed.

Laboratory and Test Results

If you think you need laboratory tests performed, but you don't have a lab order, please call your doctor's nurse. Your doctor must review all laboratory/test results before they are released to the patient and filed in chart. Ordinarily you will be notified of normal results by mail or phone within 7-10 days. Your doctor will report abnormal results or reports on special procedures or biopsies as soon as they are available. If you have not heard from us within 7-10 days, please call our office.

Referrals and Prior-Authorizations

Most managed care plans require a patient be seen by their doctor prior to seeing a specialist. Referral and prior-authorization requests are handled here in the office. Please allow at least 7-10 business days for non-urgent requests. You will be notified when the request has been approved and the appointment has been made. Referrals will not be handled after-hours or on weekends.

Medical Records

Please note that requests for any health information cannot be processed without a signed Medical Record Release from the patient or legal representative. **A fee may be charged for this service.** This service is outsourced and processed weekly. Please allow up to 10-14 business days for your request to be processed.

Patient Signature _____

Date _____