

## **NEW PATIENT POLICY**

### **No Show Policy**

In order to provide every patient with the best possible health care, we have instituted a No Show Policy. This will be effective May 1, 2015. If any patient has THREE no show visits in ONE year they will be released from the practice. A no show visit is when a patient either fails to show up for their appointment, or fails to cancel their appointment 24 hours in advance. Reminder that a \$50 no show fee will be applied to all missed appointments.

### **Late Arrival Policy**

If you are going to be more than 15 minutes late for your appointment, we request you call our office. If the schedule allows, the appointment time will simply be shifted to accommodate the delay. However, if the tardiness can't be handled, we may request you reschedule your appointment. We work diligently to stay on schedule and suggest you arrive 20 to 30 minutes prior to your appointment time to allow for any necessary paperwork.

### **Medication Refills**

- Please allow 2-3 business days for refills.
- Contact your pharmacy 5 days prior to running out of medication. Ask your pharmacy to send us an electronic refill request.
- Refills are not addressed on weekends; covering physicians do not authorize routine medications on weekends.
- No narcotics or controlled substances are refilled after noon on Fridays or by on call physicians.
- If your prescription is due for a refill, you may be due for a follow up appointment.
- To best provide you care, patients receiving routine medications need to be seen at least once a year and sometimes more frequently.

### **Pick Up Protocol for Controlled Substances Written Prescriptions**

- Prescriptions must be picked up in the office.
- Standard 48-72 hour refill policies apply.
- Must present photo ID at time of pick up. If a designated family member will be picking up prescription, office must be given name of individual in advance.
- Name of person picking up prescription will be documented in medical record.

### **Expected Turn Around/Response Times**

- You can expect to hear from our office via the patient portal or a phone call within 5-7 business days of most testing. If you have not heard from our office after 7 days please feel free to call for results.
- Referrals and authorizations for testing can also take 5-7 business days to process with your insurance. Please allow sufficient time to process. You will be contacted once your insurance plan has given us the approval.

### **I HAVE READ THIS AND UNDERSTAND THE POLICY.**

Patient Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_