



Patient Policies

- ☐ **Appointments** - Office visits are by appointment only. However, in the event that you or one of your family members develop a sudden illness and need to be seen the same day, we will do our best to accommodate you. Do understand that you may be seen by a different provider for that particular visit to be able to care for you in a timely manner, we do our utmost best to work you in with your preferred provider depending on availability. Please inform our reception staff beforehand about the nature of your problem so that sufficient time will be allotted for your visit.
- ☐ **Cancellation Policy** - In the event you need to cancel or reschedule an appointment, a 24-hour notice is required prior to your appointed time or a no show fee will be charged to your account. If you are more than 10 minutes late for your appointment, you will be considered a walk-in.
 - ☐ \$25 no show fee for Acute Visits, Chronic Visits, Preventive Wellness Exams, New Patient Visits
 - ☐ \$75 no show fee for Ultrasound appointments
- ☐ **After Hours** - If you need to reach our office after hours for an emergency, please call 911. If it is nonemergent, the answering service will triage and schedule the patient as soon as possible to see the provider accordingly. Prescriptions, refill requests, referral requests and test results will NOT be entertained after hours. For our DPC (direct primary care) members, if you need after hours urgent/emergency services, please text the office and your physician will contact you.
- ☐ **Surgical Clearance** - If you are an established patient scheduling an appointment for surgical clearance, the following information is required before we can set up your appointment: Surgeon's name, Surgeon's office phone and fax number, type of procedure or surgery, date of surgery, Surgical clearance form (if applicable).
- ☐ **Hospital Admissions** - If you are admitted to the Emergency Room and/or the hospital, please make sure to inform hospital admission staff that we are your Primary Care Provider (PCP) so that we can follow up your care after your hospitalization. Studies show that follow-up with your PCP within 3 days after hospitalization minimizes re-admissions and complications.

- ☐ Preventive Care Complete / Annual Physical Exams (CPE/APE) and Well Woman Exams (WWE) are considered wellness visits. Complete physical exams are preventative visits that screen patients for common health conditions and include a head to toe assessment. Complete/Annual Physical Exams include the following: A baseline reading of your blood pressure, temperature, pulse and respirations, weight, height, vision, hearing and other vital functions depending on your age, gender and level of activity. Recommendations for wellness services and healthy lifestyle changes are done during this visit. This annual physical will help us help you identify and reduce potential and future health risks. Your insurance may cover an annual physical exam once every 12 months. Please inquire from your insurance company regarding coverage. Once again, please be reminded that CPE/APE cannot be scheduled on the same visit as consults, sick visits or other requested appointments. This is to ensure that we can focus on prevention and well visit discussions or counseling.
- ☐ Referral/Authorization for Specialists and/or Pharmacies For referrals/authorizations to specialists, allow our referral coordinators 72 business hours to process the referral. For authorizations for procedures and/or pharmacies, approval is contingent on how your insurance processes the request.
- ☐ Forms For any documents that needs to be completed by a medical provider, please schedule an appointment specifically for the completion of this document. This is to ensure that the document is completed accurately and timely. These documents include: Physical Examination Forms, FMLA, Attending Physician Statements, Short Term Disability Forms, and Parking Permit forms. There is a **40\$ charge for filling out forms**. Allow us seven (7) business days to get this completed for you. Also note, that not all documents can be completed in our office. Please inquire with our staff before scheduling an appointment.
- ☐ Prescription Refill Requests For local pharmacy refills – Please call your pharmacy directly when requesting a refill and ask them to fax your request to our office. Mail order pharmacy refills – Please call our office with the fax number of the mail order pharmacy along with your request. Prescription refill request may take up to 72 business hours to be approved. Therefore, we ask that you call our office at least one week before your prescription runs out. We do not prescribe antibiotics without an office visit. Our office has a strict policy on controlled substance medications and tranquilizers. Due to increasing regulations, you may be referred to a pain management provider or a psychiatrist to manage these medications.