



Patient Information

Office Policies

- **Patient Portal – ask for instructions on setting up your Portal Account**
 - We have a secure patient portal for non-urgent communication with the office and your physician.
 - Request or cancel an appointment
 - Refill a medication
 - Review test results and doctors instructions.
 - Send a non-urgent message to your doctor.
 - Access to your chart 24/7 where ever you are.

- **Making an appointment**
 - If it's been a year since your last check – up, call for a complete preventive care exam. Children should be scheduled for periodic exams to monitor their growth and development and keep up with their immunizations. Please call in advance to get the time and day that works best for you.
 - Disease management is one of our most important ways of keeping you healthy. For our patients with diabetes, asthma, high blood pressure and heart disease, regularly scheduled visits are very important.
 - When you're sick, a call to the office early in the day will help us schedule you for a same-day visit. Our receptionist is trained to take detailed messages for our doctors and forward important information.

- **Cancelling your appointment – please give us 24 hour advanced notice.**
 - Please call us as soon as you know you won't be able to make your appointment. Calling the day before will help us to offer the appointment to someone who may need urgent or sick care.
 - If you are a new patient and you do not show up for 2 consecutive appointments, and you do not call to cancel, we will not be available to schedule you with any of our physicians.
 - A \$20.00 fee will be charged for each no show after the first warning.

- **After hour calls – If you believe you are having a life threatening emergency, please call 911 or go to the nearest emergency room.**
 - When you call our office after hours, you will be directed to the after hour pager number. You can leave a message for the physician on call – make sure to leave your name, contact info, and reason for your call. Please limit these calls to problems that cannot wait for the office to reopen. Appointments, refills, or referrals will not be addressed after hours.

- **Refilling your Prescription Medications**
 - When you need a general prescription filled, contact your pharmacy. The pharmacy will notify your provider through a secure prescription refill system call E-Rx. Please allow 3-5 business days for refills.
 - For controlled substance medications, please call our office at least 3-5 days in advance before your medication is due for refill.

- **Results for Diagnostic Testing**
 - We know that you want to know the results of your lab tests and other diagnostic testing as soon as you can. When test results are returned to the office, they are first reviewed by your doctor or provider. As soon as they are available, staff will notify you of your results either by phone, letter or our secure patient portal. Please do not call to request test results before two weeks have passed.

- **Form Completion**
 - We are happy to accept medically related forms that require your doctor's signature.
 - Make sure you fill out all of the information about the patient; eg. Name, address, DOB, SS#, and employee information. Make sure to sign your name if the form requires it. Do not have employers fax blank forms for completion.
 - You may mail forms to our office, or give to the front desk receptionist. They will make sure your doctor receives it.
 - We cannot complete forms for pick up on the same day. We will make every effort to complete forms in 7 – 10 days depending on physician schedules.
 - We charge \$5.00 per form for completion. This is not paid by your insurance.

- **Payment for Services**
 - Payment for your visit is due at the time of service. Depending on your insurance plan, you may have a co-pay, co-insurance, or deductible that will be due at the time of the visit.
 - You are responsible to provide up to date insurance information at every visit. Failure to do this may result in fees due that may have otherwise been covered.
 - Our knowledgeable and experienced billing department is ready to help you with payment and insurance related questions. They are available Monday through Friday 8:00 AM until 4:30 PM.
 - You may use our secure patient portal for online bill payment 24/7.