

Welcome to our practice!

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This letter will familiarize you with our office procedures and make your first appointment an enjoyable and worthwhile experience.

The First Appointment

Please plan on the first appointment taking approximately 45-60 minutes. Please bring the list of your medications and medical history as well as any other pertinent information, which may help us in your treatment planning and physician evaluation.

Appointments

Our patients are seen by appointment.

We make every effort to ensure you are seen by a clinician in a timely manner. Arriving on time to your appointment is very important to your healthcare evaluation. New patients should arrive 30 minutes prior to their appointment time, to complete all necessary paperwork. Returning patients should arrive 15 minutes prior to their appointment time.

Our physicians make every effort remain on schedule and allow each patient sufficient time at each appointment. We do not double book appointments. Thus, it's imperative you do your very best to make every appointment on time. **Please make note if you are late, we may reschedule you for another date to prevent disruption of our patient flow and to provide you with the quality care you deserve.**

We do understand emergencies happen that may cause you to be late; if we are able to accommodate a late arrival you may experience longer wait times.

If for any reason you cannot keep your appointment, please provide us at minimum **48 hour notice period**.

We do confirm all appointments through an electronic appointment confirmation system that conducts automotive calls 48 hours in advance by operators, emails, or text messaging. It is extremely important for us to provide you with the best service possible however; we do need your support and commitment to confirm your attendance in advance.

Therefore, we request all our patients confirm scheduled appointments or request to cancel/ reschedule preferably 48 hours in advance.

If we are unable to confirm your appointment within 48 hours, our trusted staff will follow up with you by telephone within 24 hours of your scheduled appointment time. If at the 24 hour mark, we still are not able to confirm your appointment, your time slot maybe subject to rescheduling. We will provide all unconfirmed appointment times to our open online scheduling for other patient bookings. **If your scheduled appointment is not confirmed and another patient is placed in the time slot that you did not confirm, you will be required to make another appointment prior to receiving any medication refills.**

If you are having a life-threatening emergency, please call 911 or go to the nearest emergency room.

Medication Refills

We request you bring in all your prescription medications at each visit (even those you take occasionally from other providers and over the counter) so we may update your profile and medication list upon each visit. We do not refill medications afterhours.

- Please understand that many prescriptions used by our office require strict oversight and management with your physician. **We are unable to refill many types of medications without an appointment due to the sensitive nature and oversight required.** This policy is to protect your safety and to allow your physician to appropriately assist you in management of your medications.
- Although it can be an inconvenience at times, keeping your scheduled appointments will make managing your medication simpler for you and your physician.
- Scheduled narcotics will not be filled without an appointment, unless otherwise specified by your physician.

Referrals

If your insurance requires a referral from your primary care physician - a written referral or authorization number must be in the specialist office prior to your visit. It is your responsibility to be aware when your insurance requires a referral to see a specialist. If your referral has not been received in our office within 48 hours of your scheduled appointment, it is possible that your appointment may have be rescheduled to a later date/time.

Discharge:

We highly regard the physician-patient relationship and take pride in providing you quality care. However, your physician reserves the right to end the physician-patient relationship at any time. If a discharge does occur, you will be notified in writing and will have 30 days from the notice date, to obtain another provider.

Fees, co-pays, and Insurance:

We recognize the need for a defined understanding between the patient and physician concerning financial arrangements for medical care. Within our capabilities, our commitment is to provide the best healthcare for our patients. It is your responsibility to know what your coverage is and which providers are covered under your plan. The best way to determine this is by calling the number listed on your insurance card. We believe the better understanding you have of your insurance the better we can serve you.

In most cases our office will prepare and file your insurance claim for you based on the information you provide us. All patients must complete our patient information form prior to being seen by a physician. We must obtain a copy of your driver's license and current insurance card(s). If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for services rendered. It is for this reason our staff frequently request updated copies of your insurance card(s) and ask you periodically to update a patient information forms.

Any required co-pay or unmet deductible will be collected at the time of your appointment. We accept cash, checks, Visa, Mastercard, and American Express.

Medical Records:

We regard the physician-patient relationship very highly requiring trust, mutual respect, and confidentiality. The content of your medical records remain confidential and will be released only with your written authorization.

There is no charge for sending records to another physician. There is a nominal fee for other records requests. Extra forms, letters to lawyers, etc. will be at an extra fee based on the paperwork you are requesting for completion.

Please allow our office 3-5 business days to complete any of these related requests.

Attention: Legal guardian/parents:

If you have power of attorney over someone please bring a copy for the patient's records. If someone other than the parent is bringing a child, the enclosed form will need to be filled out.

Patient Rights

- Participate in, and make decisions about, own care and pain management. This includes refusing care to the extent permitted by law based on physicians and other practitioners explaining the medical consequences of refusing recommended treatment. Patients who refuse care will be required to sign a refusal form which will be kept in the chart.
- Have illnesses, treatment plans, pain management, treatment alternatives and expected outcomes explained in an understandable manner, with interpretation services as needed.

Patient Responsibilities

- Partner with the physician/staff in establishing collaborative relationships that address the personal health and health behavior issues.
- Keep scheduled appointments or cancel as far in advance as possible and meet financial obligations in accordance with your benefit plan.
- Contact your primary care physician first for all medical issues, other than situations perceived to be life-threatening emergencies or with potential to permanently impair health status. Your primary care physician will assist with determining the appropriate health care provider to meet your health care needs.
- Communicate changes in your health and/or condition to your primary care physician to keep medical record up to date, including information on over-the-counter medications and dietary supplements (such as vitamins, herbal supplements, etc.).
- Take the medicine prescribed by your physician.
- Report specialty physician and other visits, with results from those visits, to your primary care physician.
- Acknowledge primary care physician will receive all information related to your health and medical care.

Provider Responsibilities

- Create a trusting, collaborative relationship with the patient and the patient's family to ensure that the patient's health care needs are met.
- Treat the patient with compassion and understanding.
- Use evidence-based medicine and clinical decision support tools to guide decision-making at the point-of-care, based on patient-specific factors.
- Provide patients with 24 hour access by phone or email to a clinical decision-maker linked to this program. As applicable, provide extended office access afterhours and on weekends.
- Provide same day access for urgent care appointments.
- Maintain comprehensive knowledge of the patient's health history.
- Listen to the patient's concerns and needs.
- Develop a patient care plan based on evidence-based guidelines, when needed.
- Provide clear direction regarding prescriptions, including recommendations about over-the-counter medications and herbal supplements.
- Facilitate referrals between the patient and other health care providers when necessary.
- Advise the patient on preventive care based on the environmental and genetic risk factors they face.
- Provide education and information to the patient that assists the patient to make healthy lifestyle decisions and choices.
- Have translating services available upon request.

Thank you for your confidence in us!