

## OFFICE POLICY

**Please take the time to read our office policy and initial beside each one.** This form applies to all of Delaware Family Medicine patients. If you have any questions please feel free to ask one of our staff members.

**( ) Patients with Insurance** Although we bill the patient's insurance company for services rendered, the patient is financially responsible for all services. In the event the patient's health plan denies coverage for any reason, the patient will be responsible for that payment in full. It is the patient's obligation to be familiar with their insurance co-payment and/or deductible amounts and amount must be paid in full at the time of visit.

**( ) Patients without Insurance** For patients without coverage, our office will charge a flat fee of **\$150.00**. The payment is due in full at the time of service and pricing may be subject to change.

**( ) Physical vs Office Visit.** A "physical" or "preventive health exam" is a thorough review of your general well-being. An "office visit" is an appointment time to discuss new or existing problems. The distinction between a "physical" and an "office visit" is especially important when we submit a bill to your insurance company for that visit.

**( ) Returned Checks** There will be a \$25.00 service fee for returned checks. If there are any acts of fraudulent behavior, the patient will be discharged from the practice.

**( ) Missed Appointments** The office requires a twenty-four (24) hour notice for an appointment to be deleted. In the event that we are not notified in advance, the patient will be charged a \$25.00 "No-Show" fee. The fee must be paid prior to the patient's next office visit.

**( ) Courtesy** We will make every effort to provide prompt on-time service, the healthcare needs of each individual do not necessarily lend themselves to an exact schedule. We therefore appreciate your understanding and patience. Angry or foul language directed to our staff regardless of the issues involved will absolutely not be tolerated and will be grounds for immediate dismissal from our practice. We're sorry if you ever have to wait! We consider your time just as important as ours, so we try hard to get scheduling right. We do find that at least one contribution to increased wait times is when patients bring multiple health issues to an office visit. Please try to limit your visit to the most pressing issues, and schedule a second appointment for additional concerns. All of that being said, we never truly know what patient needs will be or what emergencies may arise. And we need your help! If everyone arrives on time and is prepared for their appointment, it makes it run more smoothly for everyone else. Thanks!

**( ) Prescription Refills** The issue of "medication refills" is often a sensitive one for patients. When people visit the office for a medication refill, it's really a follow-up on the medical condition, and intended with our patient's best interest in mind. A prescription medication is one that has the potential for complications and we believe the prescriber has a responsibility to supervise the patient. As such, we ask that you schedule an appointment to have your prescriptions filled. In some cases, we deem there to be too much risk to approve refills without seeing you first. This can even be true of maintenance medicine. Some medications are best monitored with laboratory testing in addition to an office visit.

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These include cholesterol lowering medication, blood pressure and diabetes medication, and thyroid supplements. If you think you may need lab work prior to the office visit.

( ) Refills of prescription medications that fall under the general category of CONTROLLED SUBSTANCES will require a weekly visit due to the new federal guidelines. Please be aware that refills may take up to 72 hours to process, **so please plan accordingly**. Your refill request may be denied should you fail to comply with our policy.

( ) Our doctor **MUST SEE YOU** prior to prescribing a new RX, refills on **Antibiotics or Narcotics (Controlled medications)** and changing your existing medication. **NO** controlled medication will be prescribed over the phone, out of State, after hours, or weekends.

( ) If you have not been seen the doctor within the past 6 months and need a refill, you must schedule an appointment to see doctor for your prescription refill, even if you are feeling fine. If you are out of town and need refill on your regular Rx then we will send 30 days' supply only if you were seen in the last 6 months otherwise please see a physician for your emergencies.

( ) **Messages & Referrals** We will try our best to respond to your messages within a 24-hour time period. Remember that if the office is very busy, the doctor may not be able to call back for several hours, and if there is a question about whether you should be seen, it is often better to request an appointment. Likewise, due to the nature of insurance-based healthcare, please also allow **48 to 72 HOURS** to process your referrals. Unfortunately, at this time we are currently not offering pain management services. Patients who require this service will be referred by the doctor to pain management. If we refer you to pain management or any other specialist the patient will have one month to set up an appointment with the specialist. Failure to do so will lead to non-compliance and will be discharged from practice.

( ) **FMLA & Disability Forms** We do require that FMLA Forms & Short-Term DISABILITY Forms be completed **IN PERSON** during our regular office hours, at which time our providers may refer you to appropriate specialists for further evaluation and management.

( ) **EMERGENCY OFFICE VISITS** If our doctor is seeing you on Emergency Basis then please stay focused on the reason for that day's visit. Remember doctor is seeing you in between scheduled patients. We will take care of your immediate problem first and schedule your routine visit on another day. Your regular prescriptions will not be filled on your emergency visit.

( ) **WALK-IN Policy.** We see our patients by appointment and do our best within the limits of circumstances that we can control, to see our patients on time. We feel that patients deserve our attention during the appointment time we have reserved for them. **We do not allow walk in appointments**, as it interferes with our ability to deliver safe medical care in a timely manner to all of our patients. To that end, we request that all patients call for an appointment time before coming to our offices. We DO have same day sick appointments available.

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

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