

Highlands Family Medicine

Office Policies

At Highlands Family Medicine, we want to ensure that all of our patients receive quality health care. We have implemented the following policies to ensure that each patient receives the attention that they deserve.

1. **Prescription Refills:** Please call your retail pharmacy at least one week ahead of time to refill any medication. If you use a mail order pharmacy please allow at least 2 weeks for a refill to be processed. If you have not heard anything from us or your pharmacy regarding your refill after a week, then please call us to request refill. If no refills remain on your medication, it's time to come in for an appointment. Please schedule your appointment before running out of medication. If you are on a controlled medication, please talk to your provider about when you are due for appointments so you can get your meds refilled on time.
2. **Prior Authorizations:** If your medication requires prior authorization before your insurance will approve it, we will file an authorization request on your behalf. We do not do appeals; however, if the insurance denies the request, you may make an appeal. We are happy to furnish office notes that can help you. Please be aware that if your medication is not covered by your insurance plan, then we are unable to attempt prior authorization. In that case, please ask your pharmacy about any discount plans.
3. **Referrals:** Our providers will not authorize a referral without you being seen in the office first. Please schedule an appointment with one of the providers if you are needing a referral to a specialist. Most of the time our providers can treat you without sending you to a specialist. Please allow 5 business days for non-urgent referrals to be completed. The process on most referrals is extensive and requires the cooperation of the insurance company and the other specialist's office. We will contact you once we receive the authorization from your insurance company so that you may contact the specialist to schedule your appointment. You will need to contact your insurance to check benefits. Please be aware that some specialist's book out months in advance. We will send your referral to up to three different places, if you are not satisfied with the three referrals we have placed for you, then it will be your responsibility to find where you are wanting your referral sent.
4. **Phone Calls:** Our providers will try to return calls during lunch hour or after 5pm. If you leave a message for a provider please allow 24 hours for a return call. If your provider is not in office, we will send your message to the on-call provider. Our providers do not have voicemail, so we will take your message and attach it to your chart. Providers may assign phone messages to others in the office to return your call for them (M.A. or front desk staff). They will instruct the staff member on what they feel is appropriate action for your request. Our providers are not able to treat you over the phone. You will need to come in for any medical care, new medications, or referrals that you need.

5. **Well Care Visits:** (Often known as Annual Exams) Because of insurance payment policies, we are only able to discuss the following at your Annual Exam: recommended cancer screenings (including prostate exams and pap smears), health habits including diet and exercise (weight loss if appropriate), and recommended immunizations. For women, we will also discuss contraception and menopause, if desired. For any other health issues, you will need to make a separate appointment.
6. **Medical Records:** A signed release form is required for any release of your medical records. When we send your medical records directly to another physician, government agency, or insurance company, only the other agency is charged. When we copy medical records to be released directly to patients. We charge \$14.00 for the first 10 pages, \$0.50 per page 11-40 and \$0.33 for each additional page. Actual postage or shipping costs also may be charged. Records are scanned and mailed out to you. Please allow approximately 2-4 weeks to receive your records.
7. **Late or No-Call/No-Show Policy:** If you're running late for your appointment time, please contact us to let us know. If you are more than 5 minutes late, we will ask you to reschedule your appointment. When canceling an appointment, we do request notice at least 24 hours in advance. If you fail to notify us in advance that you will not be attending your appointment, we will charge you a \$25.00 no-call/ no-show fee. After three no-shows, we will no longer see you at our clinic and respectfully ask that you visit another provider for future medical needs.
8. **Personal Belongings:** Our office maintains a lost and found area. However, we do not take responsibility for anyone's personal belongings. Please make sure to take all your items with you from the waiting room into the exam room.
9. **Test Results/X-ray Reports:** Please allow up to one week for test results to come back from the labs. Normal pap smear results will be notified by Ameripath or Pathology company. We will contact you by phone or mail once the ordering provider has reviewed the report. If you have not heard from our office within two weeks, please call to see if we have received the results.

I understand that all test results should be communicated to me within two weeks. I agree to contact Highlands Family Medicine if I have not received my results by phone, mail or the patient portal after two weeks.

Signature

Date

Printed Name