

# JSR Health Clinic Policies and Procedures

For your convenience, we have provided office policy information below. Some information is provided simply for your review so you may be well informed of your rights and obligations as a patient. If you have any questions or concerns regarding these policies, we will be glad to answer any questions you may have. Please call our office directly with any questions.

## Appointments and Reminders

To schedule, cancel, or modify an appointment, you may call our office directly. **Clinic staff are available by phone Monday-Friday, 8 a.m. - 5 p.m.** Please call at least 48 hours in advance if you need to change your appointment so we can schedule another patient at that time. We ask that you arrive 15 minutes early for an office appointment to update forms as necessary. A reminder for your scheduled appointment will be provided by **telephone call/text message** in the days leading up to your appointment.

## Referrals to Our Specialists

Some of your medical conditions may require a referral to another specialist in a particular field of medicine. **If this is the case, we will refer you to a specialist, however, based on your insurance provider, you may need to see your primary care provider first and obtain the referral in which case we will inform your primary care office.** Please be aware that all your medical records (not just specialty provider records) are maintained by your primary care provider who understands your medical condition along with your medical history and course of treatment. Therefore, your primary care provider can recommend what specialists would be appropriate to visit.

If referred to a specialist, your insurance plan may require referral paperwork or other authorization for visits to any of our specialty providers. Please contact your primary care provider or insurance company for more information.

## What to Bring to an Appointment

You can save time at the clinic by coming prepared to your visit with the following:

- Any paperwork the office has asked you to complete prior to arriving
- Insurance card(s)
- Photo ID
- Medication bottles and supplements you are currently taking
- A list of all allergies
- A list of questions you want to ask your healthcare professional
- A list of any medications you need refilled

## New Prescriptions/Prescription Refill

The following guidelines for new prescriptions and prescription refills are provided to ensure you receive quality care and service:

For medication to be effective, it should be taken exactly as your provider prescribes. It is much easier to evaluate the progress made with a medication if a patient has remained compliant with instructions.

We cannot provide a medication without an evaluation first. We only provide medications pertaining to our branch of medical specialty i.e., Rheumatology. Contact our office to schedule an appointment. If your prescription bottle indicates you have refills left, you do not need to call the office; your pharmacy will refill this for you.

It will generally take your provider 48-72 hours to contact your pharmacy when issuing a refill request. **However, based on your insurance company and coverage, there can be**

a delay in you obtaining the medication, even after our office fill provide the necessary prior authorization paperwork. Rest assured; we will do what everything possible to get the medication approved but the timely insurance approval of the medication is not in our control.

Whenever you feel a medication is ineffective or needs adjusting, call your provider's office to schedule an appointment.

### After Hours Care

During normal business hours (8 a.m. – 5 p.m.), contact your provider's office directly. Outside of these hours, our answering service is available to direct your care. If you have a situation that necessitates contacting your provider during these off-hours, please call 409 276 5595 and if unanswered, please call our off hours answering services at 612 439 9572 ,your provider or a covering provider, will be notified to return your call. We try our best to answer all calls within 24 hours but it may take upto 3 business days to respond to these calls. **If you have an emergency that you would consider serious or life-threatening, go directly to the Emergency Room or dial 9-1-1 for emergency assistance.**

### Requesting Records

When requesting copies of your medical records, please clarify if it is an urgent or non-urgent situation. We do not want your medical care to suffer even if you have decided to move on from our practice. In an urgent situation, please allow 3 business day and in a non-urgent situation, we ask that you please allow a minimum of 15 business days to prepare your request for pick-up. Please fill out Authorization For

Release of Medical Information and submit to our office either by fax ( fax number 314 405 9678) or in person. **If the record request was not made in person, we require you to call our office and speak with a staff member to notify us of the records request and whether it is an urgent or non urgent.**

**A patient may request records for:**

- Personal use (charges will apply)
- To leave your current practitioner and have your medical care transferred to a new practitioner in another clinic (charges will apply)
- When your practitioner has referred you to the care of another practitioner or specialist (no charge)

**No-Show Policy**

Attending regularly scheduled appointments is necessary to provide quality care. If you need to reschedule an appointment, adequate notice needs to be given.

Non-participation in treatment as exhibited by not coming to scheduled appointments or excessive cancellations is cause for terminating the provider/patient relationship and may also be subject to a fee. If you do not show or fail to cancel an appointment at least 24 hours in advance for 3 consecutive appointments or 4 appointments within a 12-month period, the provider may pursue closing your case and terminating the relationship.

**Arriving Late for an Appointment**

If you arrive late for an appointment, you may be asked to reschedule. Every attempt will be made to get you in to see your physician, but this will depend on the remaining patient schedule and the availability of the practitioner.

### Patient Termination Policy

Although it is an infrequent occurrence, a provider/patient relationship may be terminated. Reasons for termination include, but are not limited to: use of foul language; chronic noncompliance with recommended therapy; abusive behavior of staff, practitioners, visitors or other patients; or other disruptive behavior. A patient whom is terminated will be notified of the termination and given 30 days to locate another medical office for their continued care.

### Patient Feedback/Advocacy

Our clinic welcome and encourage your feedback, both positive and negative. We will assist you with the coordination, investigation, and resolution of any patient complaint regarding experience.

### Privacy Policy

We are required by law to maintain the privacy of your medical information. We are also required to notify you of our legal duties and privacy practices regarding your medical information and abide by the terms of this Notice.

#### **Acceptance:**

You have read, understand, are legally able and agree to the provisions of JSR HEALTH PLLC. Patient Financial and Office policy. If this form is signed by anyone other than the patient, it is warranted that the signatory has the legal authority to do so.

**Name (please print):**

**Date:**

**Signature of Responsible Party**

**(Guarantor):**

**Relationship to Patient(s) (please check):** \_\_\_ Self \_\_\_ Other: \_\_\_\_\_

**Note:** The patient (or Guarantor) must sign this sheet and present valid photo identification before the patient can be seen. This is for your protection and to prevent fraud.

*Thank you for understanding our office policies. We are excited you chose JSR HEALTH PLLC Rheumatology clinic for your rheumatology care.*