

Office Policy



Voicemails & Electronic Message:

We strive to return all calls and messages on the same day.

In the event we are unable to please allow us 24 hours (next working day) to respond to voicemails.

Referrals:

1. Allow **AT LEAST** 2 weeks for a call from the **REFERRED OFFICE** to schedule your appointment.
2. If you have **NOT** received a call, please give them a call.
Their information can be found in your after-visit summary paperwork.
3. If you have any referral questions, please call our office and press 2 to be connected to referral desk.

Regular Medication Refills:

1. Contact your **PHARMACY** to send us an electronic refill request. Please start the process at least a **WEEK BEFORE** running out of your prescribed medication.
2. Please allow **48 HOURS** for your prescription to be filled.

Controlled Substance Medication Protocol:

1. Patients must sign the controlled substance contract for the prescription to be processed.
2. Patients must come in for an appointment **EVERY** 30 days.
If a patient fails to do so, the prescription will **NOT** be sent.
3. Next Appointment **should** be scheduled at the end of the visit, before leaving the office.
4. A urine test will be required **EVERY** 3 months, at the time of the visit.
5. Prescription refills need to be called in 1 week **BEFORE** prescription is due.

Paperwork:

1. Paperwork should only be **dropped off at FRONT DESK**.
2. Please **SIGN paperwork sheet** at time for drop.
3. 7 working days are required to complete paperwork.
4. A administrative fee is charged for all paperwork. Additional fees may be applicable if the paperwork is excessive and takes additional time to complete.
5. You are responsible for all other sections of the paperwork. We will only complete the medically pertinent part.
6. At time of pickup check the paperwork to make sure it meets your requirements.

Abuse: Bullying and threatening of any staff member will not be tolerated and will result in termination from the practice. For any issues, please send email to: Admin@SynergyMedUS.com

