

Deseret Family Medicine

Office Policies

Annual Wellness Visits/Physical Examinations:

- Because we care about you and your health, we require that all of our patients receive an annual wellness visit (Medicare and Medicare Advantage Patients) and/or a physical examination once every year. These are important visits that allow you extra time with your provider and these types of visits are free to you. Keeping you healthy is a team effort between you and your provider and these visits are a great way to make sure you are getting the care you deserve.

Patient No-Show/Cancellation:

- In an effort to have same day appointments available for sick patients, we ask that patients who need to cancel their appointment do so with a 24-hour notice. Any appointments not canceled 24-hours in advance are subject to a \$40 no-show fee.
- If a patient arrives 6 minutes past their scheduled appointment time, they are considered a no-show and may be charged a \$40 no-show fee and their appointment will be canceled.

Patient Late Appointment Arrival:

- In an effort to keep our providers running on time, we respectfully ask that our patients arrive 30 minutes early for a new or re-establish appointment, 30 minutes early for an annual wellness visit or physical examination, 30 minutes early if the patient has not filled out new forms for the current year and 15 minutes early for all other appointments. We need this additional time, before your appointment, so the front desk has time to check you in and the medical assistant has time to room you so the provider can see you at your scheduled appointment time. If you do not show up early as we have asked you to, you may need to be rescheduled.
- If a patient arrives 6 minutes past their scheduled appointment time, they will be moved to a later available appointment slot for the provider they were going to see, scheduled with another provider who has an opening in their schedule or if no appointments are available, they will have to be rescheduled to a different day.

Referrals:

- When your provider orders a referral for you it will be handled 1 of 3 ways depending on your insurance:
 - You may be handed a referral on the same day as your appointment.
 - Your referral request may be sent to our referral coordinator for her to complete. If this is the case, please allow her up to 5 business days to complete the referral.
 - If it is a STAT referral that goes to the referral coordinator, please allow 24 hours for it to be completed.
 - If you have not been seen in our office for the reason you need the referral during the current year, you will need an appointment before we can complete the referral.

Co-Pays and Account Balances Policy:

- All co-pays and account balances are due at time of service.
- You must present your insurance card at every visit.
- If you are a new patient, we cannot see you without a valid government issued ID.

Prescription Refill Requests:

- For ALL prescription refill requests, please contact your pharmacy with the request. They will then contact us with your request. Please allow 48 hours for our staff to respond.

HIPAA Privacy Rules:

- We cannot disclose ANY information to anyone who is not listed on your Assignment of Patient Representative form. This is a federal law, and the staff cannot, for any reason, disclose information to anyone you do not give us permission to. Please make sure you assign someone on this form if you want them to be able to talk to us about your medical information. If you are not sure if you have assigned someone, please ask the front desk to look at your documents for you.

Medical Assistant Visits:

- We offer walk in medical assistant visits for things such as injections, blood pressure checks, TB skin test check or other procedures that your provider may require for you outside of a normal office visit. The hours for MA visits are as follows:
 - Wednesdays: 9:00 AM – 11:00 AM
 - Wednesdays: 2:00 PM – 4:00 PM
 - Fridays: 1:30 PM – 4:00 PM

Controlled Substance Prescriptions:

- Any patient receiving a controlled prescription medication must adhere to the following rules:
 - Be seen by a provider every 30 days
 - Submit to random drug screen testing
 - Sign a controlled substance contract
- Arizona State Law requires that all controlled substance prescriptions be sent electronically to your pharmacy.

In-House Phlebotomist:

- We have an in-house Sonora Quest phlebotomist who can draw blood for all of our patients no matter which insurance plan you are on; they will make sure it gets to the correct lab if the lab of choice is not them. See their hours posted at the front desk. They see patients on a first come, first serve basis.
- They cannot draw labs that were ordered by providers who are not in our office. For example, labs that were ordered by your specialist.

Receiving Your Test Results and Messages:

- We will call you, send you a voice message, send you an email and/or send you a text message regarding any test results or messages. If you have a preferred way to be contacted, please let the front desk know.

Forms:

- Any forms that a patient needs filled out, i.e. FMLA, adoption, assisted living, etc., will require an appointment and a \$25.00 fee will be charged for the forms. This is in addition to any co-pay amounts and/or balances due on accounts.

I have read and understand the office policies of Deseret Family Medicine as outlined in this document. I agree to abide by these policies. I have been offered a copy of these policies for my records.

Patient Name (printed)

Patient Signature

Date