

## **DURHAM HEALTH AND WELLNESS POLICIES FOR PATIENTS**

### **Missed Appointment Policy**

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows, and late cancellations inconvenience those individuals who need access to medical care. We would like to remind you of our policy regarding missed appointments.

### **Cancellation of an Appointment**

In order to be respectful of the medical needs of other patients, please be courteous and call Durham Health and Wellness promptly if you are unable to show up for an appointment. The appointment time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely medical care.

### **How to Cancel Your Appointment**

To cancel your appointment, please call 984-219-1562 or email [info@durhamhealthandwellness.com](mailto:info@durhamhealthandwellness.com). If you do not reach the Administrative staff, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call or email within 24 to 48 business hours.

### **Late Cancellations, Late Arrivals, and No-Shows**

You may be charged a fee for any of these, as detailed below:

- Late Cancellations: A cancellation is considered to be late when the appointment is cancelled without a 24 hour advance notice. Please note: failure to cancel within 24 hours of a scheduled appointment will be recorded in the patient's chart as a "no-show."

- Late Arrivals: A patient is considered "late" if they arrive 15 or more minutes later than their scheduled appointment time. If you arrive more than 15 minutes late, you will be asked to reschedule your appointment. A new appointment could be several days to weeks later. The only exception to this rule is if the provider has been notified prior to the appointment time and has approved the late arrival. However, even then, the maximum time allowed past your regular scheduled time is 30 minutes. Please note: failure to be present within 15 minutes of a scheduled appointment will be recorded in the patient's chart as a "no-show."

- No Shows: A "no-show" is a patient who misses an appointment without cancelling it.

The first time there is a late cancellation, late arrival, or "no-show," there will be no charge to an established patient. Patients who are brand new to the practice will be charged a \$50.00 fee. A 2<sup>nd</sup> occurrence will result in a fee of \$50.00. The 3<sup>rd</sup> occurrence will incur a fee of \$75.00, and the patient may be discharged from the practice and sent a certified letter detailing the appointments missed. This will result in our inability to refill your prescriptions.

In addition, all non-insurance office procedures such as Botox, Xeomin, Fillers, PRP, and Microneedling will require a credit card on file to hold your appointment. If you no show, arrive late, or cancel late, a charge of \$75.00 will be charged to your account.

### **Prescription Refill Policy**

It is the patient's responsibility to inform our office in a timely fashion for medication refill requests. Approval of your refill may take up to three business days, so please be courteous and do not wait to

call or email. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out. Medication refills will only be addressed during regular office hours (Monday-Friday 8:30am-5pm). Please notify your provider on the next business day if you find yourself out of medication after hours. No prescriptions will be refilled on Saturday, Sunday, or Holidays. Refills can only be authorized on medication prescribed by providers from our office. In other words, we will not refill medications prescribed by other providers.

Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates. It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations will result in a denial of refills. All prescriptions require a follow up appointment every 3 to 6 months. If you have any questions regarding medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed, please contact us immediately. New symptoms or events require an appointment. Your provider will not diagnose or treat over the phone.

### **Co-Pays and Payments (including blood work)**

In order to speed up the checkout process, we collect copays (or \$50.00 for high-deductible plans) at check-in. If you are a self-pay patient, meaning you do not have or plan to use health insurance, then you are to either pay at check-out in full, or work with Durham Health and Wellness, PLLC on a payment plan. A 30% discount is applied to all self-pay rates if you pay in full. If a patient is delinquent in payments to Durham Health and Wellness, PLLC, they may be discharged from the practice and sent a certified letter with these details.

Laboratory work is completely separate from the office visit fees, and your provider will try to determine which company has the lowest prices for your lab work when not using health insurance. If you have commercial health insurance or Medicare, please check with MAKO Medical to ensure your insurance is in network prior to your lab draw. If you are not in network with them, we can either use True Health Diagnostics or send you to LabCorp.

### **Annual Visits and Problem Visits**

We see two types of visits at Durham Health and Wellness: annual visits and problem visits. An annual visit is covered by your insurance. During an annual visit, we'll perform some screenings, which may include questionnaires to be filled out by the patient. Please note: if you have any medical *problem* to discuss at the time of your annual visit, it counts as a *problem* visit along with an annual visit, and you will be responsible for a co-pay, coinsurance, deductible, etc, for the *problem*. The annual portion of the visit will still be fully covered by insurance. Refill of medications at the time of an annual visit actually counts as a problem visit according to the Affordable Care Act, unless it is for aspirin or contraceptive prescriptions.

### **Other Tests**

Sometimes we utilize tests offered by other companies, such as Genova, Commonwealth Labs, Silverberry Genomics, Precision Analytical, Diagnos-Techs, and SpectraCell. The patient will pay these companies directly, rather than paying Durham Health and Wellness. Your provider will do their best to explain how to fill out any forms to achieve the most coverage with your insurance.