



OFFICE POLICY

Appointments: **Physical exam** with baseline labs is recommended annually. **Follow-up appointments** are recommended for chronic conditions. Interval between follow-up visits will be established at each visit, and is based on severity and stability of the chronic conditions. **Urgent visits** are available during day hours and after hours, see schedule below. Urgent visits can be scheduled over the phone or using portal.

If your symptoms are moderate to severe, we recommend calling 911, or going to Emergency Room.

Please arrive **15 min prior** to your new patient visit or annual physical exam, as additional forms may need to be filled. Please arrive **5 min prior** to your follow-up or urgent visit.

Please show you insurance card and photo ID at each visit. Co-pay, when applicable, and self-pay fee are due at a time of your appointment.

Phone calls: We answer phones between 8 am and 4 pm on work days. Listen carefully to the menu, as we update options as needed. Please utilize available options to leave a message: this will cut down on your waiting time. Voice message options are available for medication refills, to talk to a nurse, or if urgent visit is needed. We will address your request at the latest 2-4 hours if you call before 2 pm. Messages left after 2 pm may be answered next business day.

When leaving message for a medication refill, please leave your **first and last name, date of birth, what medication you are requesting, pharmacy information, and your phone number.**

When leaving message with a request for an urgent visit or discuss your symptoms with a nurse, please leave your **first and last name, date of birth, brief description of your symptoms, and your phone number.**

Portal: Communication *via* portal is available to every patient. It can be used to schedule an appointment, request medication refill, or discuss urgent symptoms. Portal is not a replacement for in-person healthcare, and can not be used for emergency diagnosis or treatment. If a response to the portal request has not been received within 24 hours, contact AVP Primary Care by conventional means, such as by phone or in person.

Each patient has responsibility to protect their own log-in and password information, and AVP Primary care is not liable for breeches of confidentiality arising from unauthorized use of such information. If you become aware of a breach of the confidentiality, report it to AVP Primary Care immediately.

Prescriptions refills: Please allow 2 business days for all prescription refills to be addressed.

Operating hours (visits are available by appointment):

Monday: 8 am – 3:30 pm

Thursday: 8 am – 3:30 pm

Tuesday: 8 am – 6 pm

Friday: 7 am – 3 pm

Wednesday: 12 pm – 3:30 pm

Second Saturday of the month: 8 am – 1 pm.