

OLYMPUS FAMILY MEDICINE

PATIENT POLICIES

Office Hours: Mon - Thu 8:00 am – 5:00 pm Fri 8:00 am - 3:00 pm Closed for Lunch 12:00 pm - 1:00 pm

Appointments: Please arrive 5 minutes before your appointment time to update any changes in contact information or insurance. We require **24** hour notice to cancel or reschedule an appointment. Failure to do so will result in a **\$50** charge. No-shows will not be tolerated. Patients who repeatedly miss their appointments may have their care terminated with *Olympus Family Medicine*.

New Patients: Please arrive at least 15 minutes before your appointment time with the New Patient paperwork completed; otherwise, your appointment may need to be rescheduled. The additional time is needed to enter your information into our system.

Laboratory Results and Radiology Results: In general, all labs and radiology results will be discussed at routine follow up appointments. Routine results are typically available for the provider to review in 5 business days. Some specialty labs can take up to 10 business days. Your provider will determine if you need an appointment or if the results can be discussed over the phone. Results for sexually transmitted disease require an appointment. All billing questions concerning laboratory or radiology must be directed to the facility where services were ordered.

x **Medication Refills:** We require **24** hours for routine medication refills. Please do NOT have the pharmacy fax a refill request to our office. Please do NOT let your medication run out before calling us for a refill. NO medications will be refilled on weekends. You MUST make an appointment for antibiotics. Do NOT call for narcotics.

Narcotics will NOT be prescribed without an appointment.

Pharmacy: If your insurance company requires you to use a specific pharmacy in order to receive prescription medicine benefits, please notify us.

Mail Order Pharmacy: If your insurance company requires prescriptions to be sent from the doctor's office to the mail-order pharmacy, please fill out ALL appropriate forms with the required information and we will fax them to the number you provide.

Forms: All requests to fill out forms such as FMLA, disability, leave of absence from work, jury duty exemptions, and others require an office visit. The physician or provider reserves the right to deny signing requested forms.

Referrals: If you need a referral, we will submit the referral paperwork to a specialist. If the specialist has NOT contacted you within **3 days**, please call us. Before booking an appointment with a specialist, YOU are responsible for checking that the specialist or facility is in-network on your insurance plan. We may send referrals to the physician or facility of your choice. **All HMOs** require a referral **BEFORE** seeing a specialist and require 72 hours to process.

Call backs: The doctor will NOT take calls for non-urgent conditions during regular business hours. Returned calls and messages are typically conducted at the end of the business day; however, the provider will call you within **24 hours**. Please leave a detailed message along with your name and phone number.

Medical Records: Medical records will be released after a signed release is received from the patient. Patients requesting copies of medical records will be charged \$25.00. ALL medical record requests will be addressed within 10 business days of receipt of both the patient release and payment.

Billing: Our billing is out-sourced to Wallace Medical Billing. Please call 1-800-274-7068 for all billing inquiries. All billing questions concerning laboratory or radiology must be directed to the facility where services were ordered (*LabCorp, Quest, etc.*).

Insurance: It is YOUR responsibility to know your benefits. Please notify the receptionist of any insurance changes when arriving for your appointment. We file your insurance as a courtesy to you. **ALL payments are due at the time of service** including copays, co-insurance, and deductibles.

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PATIENT POLICIES - *continued*

Inclement Weather: In the case of inclement weather, we follow the Frisco ISD policy for closures and delayed openings. We will call you to reschedule your appointment on the first business day we are open.

Annual Physicals: Please allow 8-12 weeks to schedule an annual physical. One week prior to your appointment, please come in for lab work. The focus of an annual physical is preventive care. The provider will review your lab work, perform a physical assessment, answer questions, update your treatment plan, and refill maintenance medications for chronic conditions. Acute issues will not be addressed at an annual physical appointment. You must schedule a follow-up appointment to discuss those conditions.

By signing this form, you acknowledge that you have read and understand *Olympus Family Medicine's* Patient Policies.

Signature of Patient, Parent or Legal Guardian

Date

Print Name of Patient