

Office Policies and Patient-Provider Agreement

- 1) **Narcotics:** One Family Medical does not prescribe chronic narcotics including pain medications or benzodiazepines.
- 2) **Scheduling:** Please call during regular office hours to schedule an appointment. We suggest you make follow up appointments before you leave the office as our schedules can fill quickly. We try to have appointments available each day for urgent care issues, so please call our office for all non-emergency, same day issues.
- 3) **Types of appointments:** One Family Medical provides in office visits as well as telehealth services. We also have different types of visits. New patient appointments provide a chance for a patient and provider to meet one another and allows our providers to review health history and plan future care. Routine follow-ups are scheduled to monitor and manage chronic conditions or assure routine recovery of an acute condition. Annuals/physicals review current health, preventative health recommendations and review of chronic conditions. We ask that all patients complete at least an annual visit to so that we can continue to provide care in case of new problems or emergencies. The previous types of visits are scheduled as routine visits and may be booked out as far as 2 months as these spots fill up fast. New problem visits are triaged and scheduled based on urgency of need and availability. These can usually be scheduled within 1-2 weeks. Same day or urgent care appointments are available each day and each situation is evaluated by a provider or medical assistant for time sensitivity and schedule availability.
- 4) **Appointment Arrivals:** For new patient visits or annual physicals please arrive 20 minutes before your scheduled appointment to allow time to complete paperwork. For routine follow up or new problems please arrive 10 minutes early. For telehealth visits please call or log in 15 minutes before your appointment. If you arrive late for an office visit, the provider will decide whether there is enough time to complete a brief visit.
- 5) **Emergency room use:** It is our goal to reduce the burden on the healthcare emergency services, to reduce healthcare expenditures and to provide our patients with a convenient alternative to the ER or urgent care. Please call our office before going to the emergency room unless you are experiencing a life threatening emergency.
- 6) **Billing and Fees:** We use an outside medical billing service to process office billing. Medical office visit fees are set by the federal government and copays and deductibles are contracted between the insurance company and the patient. It is against the law for us to waive these fees except under certain circumstances. With that being said, we will not deny care for the lack of ability to pay, and we can discount care and provide a sliding scale. Please let us know in advanced if you have a high deductible, no insurance or have any concerns about the cost of healthcare (we also have concerns about the cost of healthcare).
- 7) **Medication Refills:** Normally, you will be provided with enough medication to last until your next follow up appointment. If you need a refill, please call your pharmacy to send over a refill request. Please be attentive to the amount of pills you have left and call for refills at least 3 days before you run out. Refills for controlled substances will not be handled on weekends, after hours or on holidays.
- 8) **Phone Services:** Our office is open Monday through Friday from 8:30am-12p and 1:30p-5p. Our receptionist is available to answer and screen all calls. Outside of these hours, if you have a question,

refill request, want to schedule or cancel an appointment, etc. it will have to wait for regular business hours. These are NOT medical emergencies. If you have an afterhours emergency, you can call our number for information on how to reach the on call provider.

- 9) Cancellations/No Shows: Please provide us with at least 24 hours notice of appointment cancellations. We do not charge a fee for late cancellations and no shows, but we may not be able to continue to provide care if this is a recurrent issue.
- 10) Vacations and Coverage: We do take vacations and will provide medical coverage as needed.
- 11) Confidentiality: You are entitled to confidentiality regarding your health care. We will not discuss your healthcare with anyone not involved in your care unless you give permission or required by law.
- 12) Termination: You have the option of terminating our treatment relationship if you are unsatisfied with your care. Likewise, we reserve the right to discontinue our relationship under certain circumstances. These circumstances include, but are not limited to: non-payment for services, non-compliance with treatment recommendations, including follow-up intervals; three or more no show or late cancellations within a year; discourteous treatment of the staff or provider. You will receive written notice of our intent to terminate our treatment relationship and will be provided with up to 30 days of emergency care. Our termination of the treatment relationship under the above noted circumstances, in no way implies that we are of the medical opinion that further treatment is not necessary.
- 13) Respectful behavior: The staff and providers of One Family Medical are dedicated to caring for our patients and community. We are with patients through some of the most difficult times of their lives. This is a field in which burnout, stress and trauma is common. We require that patients and family are courteous and respectful of our staff and providers. Harassment, threats or disrespectful language or comments to any of our staff are cause for immediate dismissal.

I _____ have read and received a copy of the above Office Policies and Patient-Provider Agreement and agree to abide by its terms while under the care of One Family Medical Group.

Signature of Patient (or Parent/Guardian, if Patient is a Minor)

Date

Patient Name