

## **FINEGOLD PRIMARY CARE**

### **OFFICE POLICIES**

#### **OFFICE APPOINTMENT POLICY**

Appointments are required for all services in our offices. This includes Physician visits and lab work. This enables us to maintain availability for emergent/urgent appointments. Also, there are times when either the Physicians are not in or there are no Medical Assistants working to perform the needed service.

Calling the office first will help you to avoid an unnecessary trip to the office. Appointments are not required for general blood pressure checks by the staff or weigh ins.

#### **APPOINTMENT NO SHOW OR LATE CANCELLATION POLICY**

Our office charges a \$25.00 fee to any patient that cancels an appointment without 24 hour notice and all appointments that a patient fails to keep.

#### **OFFICE PAYMENT POLICY**

Co pays are due at the time of your appointment. This is required per the patient's agreement with their individual insurance company. Also, current balances due will be collected at the time of your appointment. We accept cash, check, Visa, MasterCard, Discover and American Express.

Monthly statements are mailed and a statement may be generated whenever an insurance payment is received which creates a balance due from the patient.

We do make every attempt to work with our patients who may have financial difficulty with paying their balances in full. To inquire about payment arrangements, please contact our Primary office at 708-383-5809.

#### **REFERRAL REQUEST POLICY**

Due to the specifications of certain insurance companies, we require at least 3-7 WORKING days to process a referral request. Retroactive referrals are not issued, so if you seek any service outside of our office without the necessary referral and/or insurance approval, then you will assume full responsibility for the bills.

Many Insurance companies, including PPOs, require what is called an RQI for certain tests, (ie: MRI, CT Scans, etc...) the above guidelines for the general referrals pertain to these RQIs as well.

### **MEDICATION REFILL POLICY**

Our office requires at least 2 WORKING days for all medication refill requests, so please plan ahead and do not wait until you are out of medication to contact us. The preferred method for requests is for the patient to contact their pharmacy and request the refill. The pharmacy will either fax or call the request to our office and they will have all required information available. You may also call our office to request your refills; however, you will need to have the following information available when you call:

1. Name of medication and strength.
2. Prescribing directions from your bottle, (ie: take 1 pill daily).
3. The quantity you are requesting. Typically, prescriptions are for a one month period, depending on how many pills and how often the pills are taken daily. This often changes if you are using a mail order pharmacy.
4. Your pharmacy name and phone #.
5. If this request is for mail order, please inform the staff so that written prescriptions will be issued instead of verbal orders from the doctors.
6. The on-call Physician will not refill narcotic medication during non-working office hours.

In fairness to all scheduled patients, these requests are attended at the end of the day. We are not able to accommodate immediate requests while you wait. You may drop off or call in your request and we will contact you upon completion.

### **FORM COMPLETION POLICY**

Our office receives many requests for various form completion. Due to the volume, we do require at least 2 WORKING days to complete general forms, (ie: return to work forms, handicapped parking forms) and at least 5 WORKING days for disability forms, FMLA, etc...

There is also a \$25.00 fee for completing EACH disability form, FMLA and other lengthy forms.

In fairness to all scheduled patients, we are not able to accommodate requests to complete these forms while you wait. We will contact you upon completion.

### **MEDICAL RECORD COPY REQUEST POLICY**

Due to regulation under the Health Information Privacy Act, all medical record copy requests must be accompanied by the appropriate signed request form.

There is a fee charged for all record copy requests. We utilize the services of Cantu Copy Inc. The representative works at our office twice per month. Cantu will contact you about the fee. They follow all Illinois State Legislation for the copy fees, which can be obtained from the State of Illinois under Senate Bill 721/Public Act 92-228, State Statute 735ILCS5\8-2006.

**OFFICE VOICE MAIL POLICY**

Please do not leave any urgent or emergent messages on the office voice mail. If you have an urgent or emergent issue when calling our office while staff is not present, please press 0 (zero) and ask that the operator page the on call physician. For all non urgent issues, (ie: scheduling appointments, referral requests, etc...) you may leave a message and it will be retrieved by the staff on the next WORKING day. Please remember to speak clearly and leave contact phone #.

**EMERGENCY CONTACT OF PHYSICIAN AND OFFICE HOURS**

In the event of a life threatening situation, dial 911. Direct the Emergency Room staff to contact your doctor at our office # 708-383-5809. In the event you need to contact the on-call Physician due to an urgent, but non-life threatening issue; call our office at 708-383-5809. If the office is closed, press "0" when you here the recording and ask to have the doctor on call paged immediately.

**See the attached list of office hours.**