

POLICIES: Appointments, Patient Forms, Medical Records & RX refills

Aspen Family Medicine & Geriatrics values your time and strives to see patients as close to their scheduled time as possible! To allow time for staff to verify and update patient information/insurance, the physicians ask that patients arrive **15-20 minutes prior to their scheduled appointment time**. Patients will be required to complete a new registration form annually along with obtaining updated or new insurance card. This form allows us to update personal information and grants Aspen permission to treat you and file with your insurance.

LATE ARRIVALS FOR SCHEDULED APPOINTMENTS

Patients who are more than 15 minutes past their scheduled appointment time will be given the option if available, to be seen at the end of the morning/ afternoon. Otherwise late arrivals will be asked to reschedule as priority is given to patients who arrive on time.

APPOINTMENT CANCELLATION / APPOINTMENT REMINDER CALLS

For the convenience of all patients and staff, we request a 24-hour notice on all cancellations. We do recognize that situations arise that are out of your control; however, it is imperative that you contact our office immediately to notify us of your cancellation in a timely manner. As a courtesy to our patients, automated appointment reminder calls/ texts are sent at least one day prior to the scheduled appointment. Please follow and respond to the prompts provided in the automated message. Please be sure we have a good contact number on file to insure you receive appointment notifications.

NO-SHOW POLICY

A "no-show" is a patient who fails to cancel their scheduled appointment and misses their scheduled appointment.

Failure to cancel/ reschedule appointments will result in the following:

- The 1st missed appointment/ "no-show" will receive a call informing the patient of a missed appointment and corresponding policy
- A 2nd occurrence appointment missed will result in a \$35.00 fee
- The 3rd occurrence will incur a fee of \$35.00 and the patient may be discharged from the practice

PATIENT PAPERWORK

To expedite the process, prior to submitting your forms for completion, please fill out all relevant patient sections and dates requested. You will be contacted when the forms are ready for pick up. Please allow 5 business days for forms to be completed. The **cash fee** for all forms is **\$15.00**. Payment is due at the time of the request. This includes any forms that are completed online such as EDD forms.

MEDICATION REFILLS

We ask that patients plan-ahead for medication refills. To request refills of a current medications:

- Contact your pharmacy to check if there are refills available. If not, your pharmacy can contact our office directly or you may
- Request refills via the secure patient portal
- Review medications prior to scheduled appointments and ask your Provider for enough refills until your next appointment.
- Please allow 2 business days to process refill requests

Please be sure to notify our office of your desired pharmacy so that we may notate it in your medical record.

Some medications may require a Prior Authorization for your insurance company to approve the medication. If a Prior Authorization is needed, please contact the clinic. We ask that you allow 2-3 business days to process the request.

Refills will not be granted for patients who have not been seen in the clinic within the last 6 months. Patients who have not been seen in over 6 months will need to schedule an appointment and be seen by a Provider for any further refills

CONTROLLED SUBSTANCE REFILLS

Patients on any chronic medications need to be seen every 3-6 months to ensure the medications are effectively treating your conditions. Patients who have not been seen within the time frame may have the refill request denied.

Pain medication can only be written for 30 days **AND** you must be seen in clinic every 90 days. Prescriptions that are lost or stolen cannot be refilled earlier than 30days.

MEDICAL RECORDS

Patients requesting medical records for themselves or another Provider must complete an Authorization of Release of Medical Record Information. The form can be obtained at the clinic or our website at www.aspenfamilymedicine.org

- Patient s transferring from Kaiser will need to complete the Kaiser specific Medical Record Transfer form
- There is no fee associated for Medical Records being sent to Aspen Family Medicine or another Provider
- Patients who wish to have copies of their own medical records will be charged a \$25 copying fee.

Signature of patient or responsible party _____ Date _____