Dear Patient,

Since your first visit, we would like to inform you of some changes in our office policies and procedures. Over the years Heritage Family Medicine & Aesthetics has needed to make changes in the office from time to time. New tests, procedures, referrals, labs, and many changes of insurance and pharmacies have resulted in some changes in the way we handle things. First, our staff is here to assist you with your healthcare needs, and the ability to respond to the acute and urgent health issues in a timely manner requires your help. As of this writing, we want to reiterate that your healthcare is our number one priority.

When calling for an appointment for an acute or urgent health issue, please remember to be flexible. When you say you can come in any time, it enables us to work you in. We are aware that your schedule may be tight, and will do what we can to work with you accordingly.

Your healthcare is very important to us and we will order all appropriate tests that our providers feels medically necessary. How your insurance company may cover outside charges for specialists, imaging centers, hospitals, and laboratory work are part of your insurance company’s contract and coverage. Your insurance plan may not provide everything as we see it online, and we cannot guarantee that all tests ordered will be covered by your insurance. We are not able to fix all insurance, pharmacy, or other problems outside of this office. We will not appeal on your behalf if it is not medically necessary. Heritage Family Medicine & Aesthetics will not be responsible for any incurred charges your insurance may not cover.

Hours

Our office hours are Monday through Friday 8:00 a.m. to 5:00 p.m. We close during the noon hour from approximately 12:00 p.m. to 1:45 p.m.

Prescriptions

If you need or want a refill of an existing prescription, call your pharmacy and request a refill even if the bottle says zero refills or if you cannot find your bottle.
Refills are **ALWAYS** done through the pharmacy. Please do not call the office to ask Dr. Pifer to refill a medication, unless it is a controlled substance or mail order refill. If our providers choose not to refill the prescription, the request from the pharmacy will be denied. At this time, call the office for instruction. Once the prescription is approved by our providers please allow the office and the pharmacy 2-3 days to process the refill.

If you were given samples of a medication and were instructed to call the office for a prescription if it helped, leave your full name with spelling, date of birth, the name and strength of medication and pharmacy phone number on our pharmacy voice mail. Please follow the prompts on the phone system to get to the pharmacy voice mail. We cannot be responsible for looking up pharmacy telephone numbers, as some of the pharmacies have more than one location on the same street. **CHECK WITH THE PHARMACY** later that day, as we do not call the patient after calling the pharmacy.

**Test Results**

Please let us contact you regarding your results. Routine or yearly results will be mailed. Other results will be called to you as soon as Heritage Family Medicine & Aesthetics receives them. Ask the medical assistant, during your visit, how long it usually takes to get results back on your particular test. **Pap results will not be called to the patient if they are normal.**

**Lab**

The lab hours are Monday through Friday 8:45 a.m. to 4:30 p.m. If you are scheduled to come in just to have labs drawn please enter through the Front Door entrance so that we are able to get the correct paperwork in order for you.

**Family Leave Paperwork**

If you have FMLA paperwork that our office needs to fill out, first you will need to be seen by our providers before we are able to complete it. With the busy office schedule it is not possible for us to complete the paperwork in one day, and it could take up to a week for the paperwork to be processed. FMLA paperwork is not part of your healthcare benefits and includes fees that are not covered by your insurance and will be the patient’s responsibility.
**Missing Appointments**

We ask that you give at least 24 hr. notice if you need to cancel an appointment. No-Showing for an appointment without proper notice can result in a fine against your account. Two or more missed appointments without notice are grounds for being discharged from the practice. When you don’t allow the office the courtesy of knowing you will be unable to make it to your appointment, you are taking away appointment opportunities for other sick patients. In order to be flexible and work sick patients in “day of” we need all of our patients to show the courtesy of canceling appropriately.

**Payments**

Due to our new billing service, we are now expecting all payments for the day of service to be paid directly after the appointment. We are not offering a payment plan or billing options to pay your copay, deductible or private pay charges. We apologize for any inconvenience that this may cause.