



Dear Patient,

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 need to 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. **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 anytime, 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. **The earlier you call in the day for an appointment, the better chance we have of fitting you in for a same day appointment.**

Your healthcare is very important to us and we will order all appropriate tests that our providers feel medically necessary. How your insurance may cover outside charges for specialists, imaging centers, hospitals, and lab work are part of your insurance 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.

Payments

Due to our billing changes, **we are expecting all payments for the day of service to be paid either before or immediately after the appointment.** We are not offering any payment plans or billing options to pay your copay, deductible or private pay charges. We apologize for any inconvenience that this may cause.

Paperwork and Forms

If you have Family Medical Leave Paperwork (FMLA), short-term disability, biometric forms, etc. that needs to be filled out, **you will first have to be seen by the physician to gather the information needed to process this paperwork.** A fee of \$35.00 is required for us to fill out the packet and it will take up to 5 days to be completed. Wellness biometric forms will be filled out with a \$15.00 charge. Please allow 3-5 business days for this to be completed. We will contact you as soon as it is done to determine what will need to be done with the paperwork. We can fax it to your company/school if you provide the number and details.

Prescriptions and Samples

If you need a refill of an existing prescription, call your pharmacy/mail order pharmacy and request a refill even if the bottle says zero refills. Refills are **ALWAYS** done through the pharmacy/mail order pharmacy. Please do not call the office to ask for a refill on a medication, unless it is a controlled substance or mail order refill. If the prescription is approved by the physician please give our office 2-3 days to process the refill. **CHECK WITH THE PHARMACY** as we do not call the patient after we communicate with the pharmacy. Please give at least 2 hour to process your prescription before you try to pick up your called in prescription, as the pharmacies **MAY NOT** check their voicemail in a timely fashion. If your doctor chooses not to refill the prescription, the request from the pharmacy will be denied. At this time, call the office for instruction.

If you were given a sample of a medication and would like a prescription for that medication, please leave a message on our pharmacy line voice mail with your name, date of birth, name of medication and pharmacy phone number. Please allow 2-3 days to be called in and processed by your pharmacy.

Labs

The lab hours are Monday through Friday 9:00 a.m. to 4:30 p.m. We only do labs in our office on the same day as your office visit with the doctor, therefore all physicals, pap, diabetic appointments etc. need to come in fasting 4-5 hours prior to seeing the doctor. **NO WALK INS FOR LABS.** CPL (Clinical Pathology Labs) is our preferred lab and maintains a phlebotomist draw site within our building. The phlebotomist is not our employee, and we have no authority as regards to CPL's billing. Please address any lab billing questions to the CPL billing office.

Test Results

Please let us contact you regarding your results. Routine or yearly results will be mailed. Other results may be called or mailed to you shortly after our physicians receive them. Ask your doctor or nurse, during your visit, how long it usually takes to get results back on your particular test. A summary of your results will be mailed to you. If you have questions

about these results. **PLEASE**, call the office and schedule an appointment with the doctor. For detailed print outs of your lab results you can request these through CPL's website at <https://patient.cpllabs.com/>. Pap results will not be called to the patient if they are normal.

Radiology Orders & Radiology Results

If the physicians feel that it is necessary for you to have any imaging to help better diagnose and treat your condition, you will receive an order from us to take to separate imaging facility. The facility of your choice will file to your insurance and handles those claims.

As soon as you complete the requested imaging, the facility will send over a report regarding your results. Please allow 3-5 days for this information to be sent to us. We will inform you in a timely manner as soon as we receive the results either by letter or phone. A summary of your results will be mailed to you. If you have questions about these results. **PLEASE**, call the office and schedule an appointment with the doctor. If you do not receive results within a week, call us or the facility where you went to be sure we received the report.

Hours

Our office hours are Monday through Friday 8:30 a.m. to 5:00 p.m. We close during the noon hour for lunch from approximately 12:15p.m. **(Or after the last patient of the morning)** to 1:30p.m.

After hours, urgent medical issues may be addressed by calling Dr. Chavda or Dr. Pifer.

If it is a life-threatening emergency call 911 and go to the ER.

Missed Appointments

We ask that you give at least 24 hours' notice if you need to cancel or reschedule an appointment. **Canceling within the 24-hour period** may result in a \$30.00 fee against your account. **No-showing** an appointment may result in a \$50.00 fee 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 your appointment, you are taking away appointment opportunities for "same day" sick patients.