



PRACTICE POLICIES

Welcome to 302 Family Medicine! We are happy that you have chosen us for your primary care needs and look forward to fostering great relationships and providing excellent care to you. We do have several office policies in place which are listed below. These policies have been designed in an effort to create an organized and fair approach to your care and to ensure that all of our patients' needs are met in a timely fashion and without unnecessary delay.

APPOINTMENTS/SCHEDULING

302 Family Medicine is open **Monday-Friday, 8:00AM-4:30PM.**

We kindly ask that all patients arrive 15 minutes prior to their scheduled appointment time. This is to ensure that any necessary paperwork, updates to insurance, and other administrative duties can be performed without interfering with your scheduled appointment with our physician.

We do offer SAME DAY SICK appointments to our Established Patients. If you have an issue that requires an urgent visit, please call the office as soon as possible in the morning so that we can attempt to fit you in that day. While we do our absolute best to accommodate as many patients as we can, there may be a situation where you cannot be seen the same day and will be scheduled in the first available appointment thereafter.

We ask that any preoperative visits be scheduled at least 3 (three) days prior to any surgery or procedure. This is to ensure that all paperwork required by your surgeon is completed in a timely fashion and that we can order and receive any additional testing required prior to your surgery. We understand that there may be extenuating circumstances for surgeries that are of a more urgent nature and these will be dealt with on a case-by-case basis.

LATE POLICY

We make every effort to see each patient at their scheduled appointment time and devote that time specifically to each patient's needs. If you arrive more than 10 (TEN) MINUTES LATE for your scheduled appointment, you may be asked to reschedule to a later date and time. This is not only to ensure that we do not inconvenience other patients who are scheduled after you, but also to make sure that you have the appropriate amount of time to address any concerns or issues you may have at your appointment. We do understand that certain circumstances may arise that prevent you from making it to your appointment on time. If this is the case, please call the office in advance to let us know. Each situation is unique and the decision to reschedule will ultimately be made by the physician on an individual basis.



NO-CALL/NO-SHOW

Each appointment on our schedules is valuable. We kindly ask that if you are unable to keep a scheduled appointment for any reason, please call the office at least **24 (TWENTY-FOUR) HOURS IN ADVANCE** to cancel or reschedule. If you do not call to cancel or reschedule and do not show up for your appointment, this is considered a No-Show. Same Day Cancellations (cancellations made less than 24 hours in advance) will be considered a No-Show. A maximum of 3 (three) No-Call/No-Show appointments will be allowed in a 12 (twelve) month period. Upon the third No-Call/No-Show, you may be discharged from the practice. Again, we understand that circumstances may arise and each situation will be dealt with by the physician on an individual basis.

PRESCRIPTION REFILLS

Please allow up to **3 (THREE) BUSINESS DAYS** for refill requests to be processed. No maintenance prescription refills will be provided when the office is closed (weekends, holidays, etc.) except under extreme circumstances. It is your responsibility to ensure that you have enough medication during these time periods so please plan accordingly!

REFERRALS/PRIOR AUTHORIZATIONS

We understand that sometimes your insurance will require a referral or a prior authorization for a specialist visit, procedure, or medication. Please allow at least **3 (THREE) BUSINESS DAYS** for us to process any insurance referral or authorization, including prescription prior authorizations. If we are unable to process your insurance referral or authorization prior to your visit or procedure due to lack of notice, there is a possibility that you will be billed by that facility for that service.

PAIN MANAGEMENT AND CONTROLLED SUBSTANCES

We **DO NOT** manage chronic pain medications. Per Delaware state law, we are only permitted to prescribe a **7 (seven) day supply** of opioid narcotics for acute episodes of pain. If you require chronic pain management, we will be happy to refer you to a specialist to accomplish this. We are also very judicious in our use of other controlled substances such as benzodiazepines (Xanax, Ativan, etc.) and ADHD medications (Adderall, Ritalin, etc.). You may ultimately be asked to see a specialist for refills of these medications as well. Final determination regarding the prescription of controlled substances will be made on an individual basis and per the prescribing physician.



PORTAL MESSAGES

As part of our electronic medical record (EMR), you will have the opportunity to access the Patient Portal, an online platform that provides you with access to your medical records and other data related to your health. There is a messaging capability within the Portal which allows you to communicate directly with us. Please keep in mind that this is to be used for **NON-URGENT** matters only. If you are in need of immediate assistance, please call the office to speak with our staff. Otherwise, Portal messages will be answered within **24 (TWENTY-FOUR) HOURS**, excluding weekends and holidays. Any messages sent after 4:30PM daily will be addressed on the next business day. We request that patients utilize the Patient Portal for all health-related inquiries. Health related questions should not be sent through our practice's email.

ON CALL

As a patient of 302 Family Medicine, you will have access to a physician via telephone outside of normal business hours if needed. In order to reach us, please call the office and follow the directed prompts. These after-hours calls should only be used for **URGENT** matters and are not to discuss routine labs, refill prescriptions, etc. **IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY, PLEASE CALL 911 FOR FURTHER ASSISTANCE.**

RESCHEDULING APPOINTMENTS

At times it may be necessary for the practice to reschedule appointments, due to a variety of reasons. When this occurs, we will endeavor to give you as much notice as possible and to reschedule the appointment as soon as possible. Please note, we may close our physical office in the event of inclement weather.

PATIENT CONDUCT

At 302 Family Medicine, we strive to make the office environment as inclusive, friendly, and professional as possible. Therefore, the use of profanity or abusive language toward the physician, staff, or other patients, either in person or via other verbal or electronic means, **WILL NOT BE TOLERATED** and **WILL RESULT IN DISCHARGE FROM THE PRACTICE.** In addition, physical threats or other physically abusive behavior **WILL RESULT IN DISCHARGE FROM THE PRACTICE** and may include contact with the local authorities and removal from the premises.



I hereby acknowledge that I have read and understand the practice policies provided to me by 302 Family Medicine.

Patient or Parent/Guardian Signature

Date