



Office Policy Acknowledgement

“Help us, help you!”

Family Doctors of Green Valley strives to provide excellent quality healthcare to all of our patients. In order to achieve this we must keep our office orderly so that we may accommodate each patient's request in a timely manner.

- **Prescription Refills.** If you suspect that your medication is running low, please be proactive and contact your pharmacy to have them fax a prescription refill request. If your pharmacy faxes a refill request to (702) 616-9681, the processing time is only 24-48 hours. You may also contact the office and leave a voicemail message with the nurses' department. It will take approximately 36-96 hours or 3 to 5 working days to process. Under **NO** circumstances do we refill any **narcotics** without an office visit. Please call and make an appointment.
- **Blood Draw Appointments.** We offer all the tests and support services you need, all in one convenient place, including blood work. Blood draw appointments are scheduled from 8 a.m. to 9 a.m. from Monday to Saturday, and are done by appointment only! These appointments are only applicable to established patients and patients with lab orders.
- **Walk-Ins.** We appreciate and always welcome walk-ins if you would like to be seen by any one of our providers. However, walk-ins will be scheduled at the next available slot, as a courtesy to patients with set appointments. If you would like to see a particular provider, then you will need to schedule an appointment in advance.
- **Forms of Payment.** We accept payments in cash, check, credit card, or ATM debit card, with the exception of new and self pay patients. For these patients we will only accept cash or credit card payments.
- **Calls.** Because of the many calls and limited physician time, it is impossible for the physician to speak to each patient. Therefore, our nurses will relay your calls to the provider so that they may answer questions, make appropriate referrals, recommend treatment, or arrange for you to be seen. If you receive the voicemail of the nursing department, please leave a detailed message with your name and

callback phone number and a nurse will return your call before the end of the day.

- **Emergency Calls.** Urgent or emergency calls are accepted at all hours. In case of emergency calls after hours, our answering service will answer your call, and promptly notify the physician on call, who will contact you as soon as possible. All physicians in this practice alternate night calls and weekend duty. 911 should be used for life-threatening emergencies.
- **Know your Insurance Plan.** Changes in healthcare reimbursement have impacted both our patients and our practice. As hard as we try, it is impossible for us to know every detail of the thousands of plans from hundreds of different insurers, but together, we will try to help sort things out when you need our services.
 - *Here are the basics:*
 - Most insurance plans have both a co-payment, a deductible, and sometimes a co-insurance, which you are responsible for paying, and
 - Most insurance plans will require a pre-authorization by them before we can schedule a surgery for you.
 - Depending on your insurance plan, prior authorization may be required on CTs, MRIs, X-Rays, Diagnostic tests, etc.

It is very important that you be familiar with the specifics of your coverage; particularly the limitations of coverage. Benefit information, referrals, and pre-authorizations as stated in your insurance policy are the patient's responsibility to know.

- **Cell Phone Use.** Please be courteous to others and put your cellular phones in the off or silent position when in the office, it is a distraction to both other patients and our staff.
- **Patient Paperwork.** Patient's paperwork that requires physician's attention can be filled out during an office visit. If the provider has already seen you regarding this paperwork you may drop it off to the Nurses' Department who will deliver it to the provider, however you must allow 24 to 48 hours for completion.
- **Appointments.** We make a sincere attempt to adhere to the appointment schedule as closely as possible. We appreciate the value of your time. However, patients do not become ill at pre-determined times. Because of this, we may sometimes run behind schedule. If this happens when you are scheduled to be seen, we shall offer you the option to wait, return for a later appointment, or reschedule for another day. Your patience and understanding in these situations is greatly appreciated. We accept walk-ins and same day appointments in most cases (walk-in policy applies.) Patients will not be charged for canceling an appointment if the patient informs us 24 hours before the appointment. This will help us to keep the office running efficiently for everyone. If you know that you are going to be late for your appointment, call the office to notify the receptionist and check if you can keep your appointment or if you need to reschedule. If you

are 10 minutes or more late for Treadmills and/or Ultrasound appointments you must reschedule your appointment.

*Thank you for choosing Family Doctors of Green Valley.
Where your family comes first!!*