

Highlands Family Medicine

Office Policies

We at Highlands Family Medicine want to ensure that all of our patients receive quality health care. We have implemented the following policies to ensure that each patient receives the attention that they deserve.

- **Prescription refills** - Please call your retail pharmacy at least one week ahead of time to refill any medications. If you use a mail order pharmacy please allow at least 3 weeks for a refill to process. To obtain a refill, you will need to contact your pharmacy to refill your medications. If no refills remain on your medication, it is time to come in for an appointment. We want to make sure that the medication is still working properly and that this treatment is still appropriate. Please schedule your appointment before you run out of medication. If you are receiving a medication that requires that you pick up a new prescription, please allow us 72 hours to write the new order. This is the only refill request that we will take over the phone.
- **Referrals** – Our providers will not authorize a referral without you being seen in the office first. Please schedule an appointment with one of our providers if you need a referral to a specialist. Most of the time our providers can treat you without sending you to a specialist. Please allow 1 week for non-urgent referrals to be completed. The process on most referrals is extensive and does require the cooperation of the insurance company and the other providers office. We will contact you once we receive the authorization from your insurance company so that you may contact the specialist office to schedule your appointment. When we receive the authorization this is not an indication of your specific insurance benefit. You will need to contact your insurance to verify your benefits. Please be aware that some specialist offices book out months in advance.
- **Phone calls** – Our providers return calls to patients after 5pm. If you leave a message for them please allow 24 hours for a return phone call. If your provider is not in the office your message will be given to an on call provider. Our providers do not have voicemail, so we will take typed messages that are attached to your chart. Providers may assign phone messages to others in the office to return the call for them (i.e. an M.A. or front office staff member). They will instruct the staff member on what they feel is an appropriate action for your request. Our providers are not able to treat you over the phone. You will need to come in for any medical care, new medications, or referrals that you may need.
- **Test results and x-ray reports**– Please allow up to 1 week for test results to come back from the labs. Normal pap smear results will be notified by Ameripath or pathology company. We will contact you by phone or mail once the ordering provider has reviewed the report. If you have not heard from our office within 2 weeks please call to see if we have received the results.

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- **Well care visits** – often known as annual exams. Because of insurance payment policies we are only able to discuss the following: recommended cancer screenings (including prostate and pap smears), healthy habits including diet and exercise (weight loss if appropriate), and recommended immunizations. For women, we will also discuss contraception and how to deal with menopause if desired. For any other health issues, you will need to make a separate appointment. On the day of your wellness check, if you have a more concerning issue you may bring it up to your provider at your appointment however. You maybe asked to reschedule you wellness visit.
- **Medical records** –A signed release form is required for any release of your medical records. When we send your medical records directly to another physician, government agency, or insurance company, only the other agency is charged. When we copy records to be released directly to the patient, we charge \$14.00 for the first 10 pages, and \$0.50 per page for pages 11-40 and \$0.33 for every additional page after that. Actual postage or shipping costs also may be charged. Records are scanned and are mailed out to you. Please allow approximately 2-4 weeks to receive your records.

The staff at Highlands Family Medicine work very hard to ensure that proper care is provided to each and every patient in our practice. If you have a question, compliment, or concern please contact us at 303-420-1297. Thank you for becoming a patient at Highlands Family Medicine.