



Thank you for choosing *Tucson Family Care*. We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us.

PATIENT OFFICE POLICIES & PROCEDURES

Appointments

Our staff will make every attempt to make an appointment as soon as possible. If you require appointments on an ongoing basis, it is suggested you schedule your next visit before you leave our office.

Cancelled Appointments No Show Policy

Please call *Tucson Family Care* if you **need to cancel** a scheduled appointment. If it is necessary to cancel your scheduled appointment **we require that you call 24 hours** in advance **to avoid a no show fee**. A **no show** is someone who misses an appointment without canceling it within 24 hours in advance of the scheduled appointment time. **An administrative fee of \$25.00 will be billed to your account**. Three (3) no-shows may result in the patient being discharged from the office.

Check In & Late Arrival

We ask all patients to arrive **10-15 minutes before** their scheduled appointment time to check in. Should you arrive more than **10 minutes late**, we will ask you to reschedule your appointment. Even if you arrive within 10 minutes after your scheduled appointment time, priority will be given to the patients who arrive on time and you may have to be worked between them.

Prescription Refill Policy

In general, all refill requests should be made during appointment times. Prescription refill requests require a **minimum 24-48 hour** (office hours) turn-around time. If you call to request a refill and are overdue for a follow-up visit and/or blood work, the provider's medical assistant may call in enough medication to a local pharmacy to last until we are able to schedule an office visit. **It is your responsibility to schedule an appointment before you run out of medication**.

Narcotic Prescriptions

Tucson Family Care providers do not prescribe narcotics for chronic pain issues, since they are not specialists in this area of medicine. Should your appointment be for this issue, you will be referred to a pain management doctor.

Minors

New patients under the age of 18 years old must be accompanied by a parent or legal guardian for a new patient appointment. Documentation of legal guardianship is required and must be presented by anyone other than the parent. An authorization to treat a minor form must be signed prior to any subsequent appointments a minor may attend without a parent present.

Lab Results

We know that you want to know the results of your lab and/or diagnostic tests as soon as possible. Test results are first reviewed by your provider, then our medical assistants will notify you of your results either by phone or by letter. Results take 7-10 days. If you have not heard from us after that time, please call the office. You may be asked to call the office and make a follow-up appointment with your doctor to discuss the test results and a follow-up plan, if necessary.

Response Time

When a patient calls the office to ask a question of the provider, we ask that you **allow 24-48 business hours to receive a reply**. Should the request be urgent, the medical assistant will advise the provider and the patient will receive a response by the end of the business day.

Fragrance-free Environment

TFC strives to be a fragrance-free environment. Thank you for helping us to accommodate other patients who are chemically sensitive to fragrance by not wearing perfume, aftershave, scented hand lotion, fragranced hair products, and/or similar products to your appointment.

Physical versus Acute Care Visit

It is up to the patient to specify the type of visit at the time they make an appointment, upon check in and during their appointment with the physician or nurse practitioner. Once the appointment has been billed, we will NOT make any changes to billing, and the patient will be responsible for any amount not covered by their insurance. These two types of visits CANNOT be combined in one visit.

An “**office visit**” is an appointment time to discuss new or existing problems. The questions and exam will focus on the problems discussed. This may include prescribing medications, ordering additional tests like lab or x-ray, in-office procedures like an EKG, referrals to specialists, or discussing other treatment options. New patient appointments to establish care are also considered an office visit. An “**annual physical**” or “**preventive health exam**” is a thorough review of your general well being. The doctor will review your medical problems, perform a complete physical examination and make recommendations concerning your health. This may include general recommendations regarding diet and exercise, age appropriate immunizations and cancer screening exams such as a pap test, prostate exam or breast exam and screening lab work. Ongoing chronic medical problems and medication refills can be addressed as long as the condition is stable and does not require a significant change in treatment or additional tests. Sports physicals are not a covered benefit.

Insurance and Billing

Please remember that you are 100% responsible for all charges incurred. We require all patients to pay their potential deductible, copay and/or coinsurance payment at the beginning of each visit. Once the claim has processed, you may be billed for any outstanding balance. You will be held accountable for any unpaid balances or medical services denied by your plan.

- It is the patient responsibility to make sure that Dr. Wells is in their plan.
- It is the patient responsibility to know his/her insurance benefits.
- It is the patient responsibility to inform our office of any changes in insurance coverage.
Failure to do so could cause delay or denial of insurance payment, which may lead to non-payment by the insurance company and become the responsibility of the patient.

Additional Billing Charges

- If unable to pay the co-payment at the time of service, a \$5 fee will be added to the bill.
- Should an account be turned over to a collection agency, the patient will be responsible for attorney and/or collection fees incurred.
- Returned checks will incur an additional \$45 additional charge.
- Late fees will be added to delinquent accounts.

Delinquent Accounts

If an account has been sent to collections for non payment, the patient will not be allowed to schedule routine visits until the account balance is paid in full to the collection agency. You may avoid this problem by contacting the billing office to request a payment plan before an account is sent to collections.