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## Office Policies and Procedures for Our Patients

Thank you for choosing River Oaks Primary Care PLLC. Our staff strives to exceed expectations in care and service and to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care promptly. To do so, we have implemented the policies and procedures below, which help us make the best use of available appointments for patients in need of medical care.

### Office Hours

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Our office is open Monday through Friday, 9:00 a.m. to 5:00 p.m. We see our last patient at 4:00 p.m. We can be reached at (313) 336-4444. Our physicians are available after hours, 24 hours a day, 365 days a year, by calling our phone number and following the prompts. If you need an appointment, prescription refill, or test results, please call during regular business hours.

### Walk-In Visits

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We offer walk-in appointments for our patients during regular business hours. Please be mindful that walk-in patients should expect a wait, as there are patients with scheduled appointments. Our goal is to provide urgent medical care within one hour for acute illness.

### Appointments

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River Oaks Primary Care PLLC is committed to providing quality care to our patients. To ensure timely, continued care, we encourage patients to schedule follow-up appointments in advance of their due dates. We always try to schedule these after your visit, so please stop by the front desk before leaving the office. When calling for an appointment, please provide your name and date of birth, your chief complaint or reason for the visit, and any updated contact and insurance information.

While we strive to schedule appointments appropriately, emergencies can and do occur in primary care. We strive to give all our patients the time they require. For this reason, we kindly ask for your patience and understanding should a delay or rescheduling become necessary on your appointment date.

To ensure quality care, River Oaks Primary Care PLLC does not treat patients who have not been seen (for example, we will not call in prescriptions or offer medical advice before the initial visit). A follow-up visit may be required after testing is completed so that results can be reviewed together and an effective, appropriate plan for your healthcare can be determined.

We encourage you to schedule appointments for preventive health visits, physicals, Pap exams, chronic medical conditions, prescription renewals, and sick visits.

### Cancellations

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Out of respect for the medical needs of all our patients, please call River Oaks Primary Care PLLC promptly if you are unable to attend an appointment. Your appointment time will be given to someone who needs treatment. This is how we can best serve the needs of our patients.

If you need to cancel your scheduled appointment, we require that you call one working day in advance (24 hours before your scheduled time; if your appointment is on a Monday, please call the Friday before). Appointments are in high demand, and early cancellation gives another person access to timely care. **Appointments canceled on the day of the appointment are subject to a \$10 fee.**

### No-Shows

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A "no-show" is a patient who misses an appointment without canceling it before the appointment time. No-shows inconvenience other patients who need prompt access to medical care.

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A failure to arrive for a scheduled appointment will be recorded in your medical chart as a no-show, and **an administrative fee of \$25.00 will be billed to your account.** You will be sent a letter notifying you that you missed a scheduled appointment without canceling within one working day, and a copy will be placed in your medical record.

Three consecutive no-shows are subject to discharge from the practice. In that case, you will receive a letter, and you will be required to schedule a visit for the provider to evaluate your situation. This evaluation includes a review of your past appointment history, balance history, and compliance with medical care. Based on this review, the provider may discharge you from the practice. If you do not schedule this evaluation within 30 days of the letter, your patient status will be terminated.

**Please note:** no-show charges are the patient's responsibility and will not be billed to your health insurance.

## Insurance

River Oaks Primary Care accepts most insurance plans, but there are some we do not accept. It is your responsibility to contact your insurance company and confirm that we are in-network with your specific plan. It is also your responsibility to make sure, before your appointment, that our providers are listed as your Primary Care Physician. **If this is not completed before your appointment, we will cancel the appointment and you will be charged a \$10 administrative fee.**

## Payments

River Oaks Primary Care PLLC accepts cash, checks, Mastercard, American Express, and Visa. Checks should be made payable to River Oaks Primary Care PLLC. It is our policy to make all reasonable attempts to collect outstanding balances, should they accrue, including offering convenient payment arrangements.

## Forms and Letters

We understand that various forms or letters may be required to assist you with your healthcare needs. Our staff will be happy to complete forms and write medical letters upon request. **There is an administrative fee of \$35.00, due at the time of the request.** Please allow 7–10 business days for completion.

Please keep in mind that some forms require you to be seen by the provider. **That office visit costs \$80.00, is due at the time of service, and will not be billed to your health insurance.**

## Medical Records

Under HIPAA guidelines, requests for copies of medical records must be made in writing. To protect your privacy, a release of medical information form must be completed before records are provided. All patients may request one copy of their medical records free of charge; additional copies are \$0.75 per page. The law allows medical offices 30 days to complete records requests; however, our medical records department makes every effort to respond promptly.

Please also note that your provider may obtain or access medical records from outside facilities or providers to ensure the best possible care.

## Prescription Refills and Pharmacy Information

Please tell us which pharmacy you use and let us know if it changes. Please allow one to two business days for refill requests. We encourage patients to review their medications before office visits and to request any needed refills at that time.

**Please note: we do NOT refill narcotic medications or prescribe antibiotics over the phone.** Our practice does not routinely prescribe narcotic pain medicine, so you may be required to obtain these medications through pain management.



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## Office Policies and Procedures — Patient Acknowledgment

Please sign and return this page to the front desk.

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Patient Name (please print)

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Date of Birth

I, the patient, have read and reviewed the River Oaks Primary Care PLLC Office Policies and Procedures and agree to abide by them.

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Patient or Legal Representative Signature

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Date