

South Valley Internal Medicine

OFFICE POLICY

Office Hours: Our office is open Monday-Friday, 9:00 a.m. – 5:00 p.m., with extended hours on most Tuesdays. Please note that our phones are off daily at 4:30 p.m. except for Tuesdays, which turn off at 5:30 p.m.

Appointments: We see patients by appointment only. Same day appointments are available for sudden or urgent matters. Same day appointments for Dr. Lovy may be limited, however, our physician's assistant Emily Haas is able to address most matters requiring a same day appointment. We do offer later appointments on Tuesdays to better accommodate the busy schedules of our patients, however, these appointments do fill up quickly. **Please be aware that if walk in to be seen you may be required to wait or asked to come back at a later time that day. Patients with appointments will be seen first.**

Office Closings Due to Weather or Other Circumstances: If our office is closed due to weather conditions or other circumstances beyond our control, the following procedures are used to inform our patients:

- If you are scheduled for an appointment, you will receive an automated message by telephone.
- Closings will be displayed on our Facebook page.

After Hours/Emergencies: In the event of an emergency, please call 911 right away. If you are unsure about whether to call 911, please call the office and follow the prompts to be connected to the physician on call.

Cancellations: We require 24 hours' notice prior to your appointment for cancellations. This allows us to provide that time slot to another patient. If you must cancel on less than 24 hours' notice, please call as early as possible. You may be charged for an appointment cancelled less than 24 hours' notice.

No Show: A "no show" is when a patient misses an appointment without cancelling it within one (1) business day in advance. Unfortunately, "No-Shows" inconvenience those patients who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a "no show." An administrative fee of \$25.00 will be billed to your account. You will be notified to the fact that you failed to show for a scheduled appointment and did not cancel the appointment within one (1) business day and that you will be charged the fee. Three (3) "no-shows" within one (1) calendar year will result in your chart being flagged as "same-day only appointments."

***Please note: No-Show charges are patient responsibility and will not be billed to your insurance company.**

Treatment of minors: Patients under the age of 18 must be accompanied by a parent or legal guardian.

Lateness: If you believe you will be more than 15 minutes late to your appointment, please call and notify the front desk. If you are more than 15 minutes late without informing the staff, you may be asked to reschedule your appointment.

***We know your schedule is busy and that your time is valuable. Although we try to be as efficient as possible, situations beyond our control do arise that detain our providers or staff longer than planned, or that require us to attend to unexpected matters, often of an emergency nature. Please let us know if you have waited more than 15 minutes so we make sure you have been properly checked in.**

***Please remember that we are running several different schedules for different aspects of our practice each day, and those schedules often are not the same. If someone who arrived after you is called before you, they might be having testing done or seeing another member of our staff.**

Complete Physical Exams: We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health. However, because insurance policies vary, it is your responsibility to know what is covered when seeing our providers for a physical. Please learn about your benefits prior to scheduling your appointment for a physical.

*****Please note that treatment of medical conditions or complaints previously untreated by our office are not typically part of a routine physical exam. Therefore, if treatment, including any testing, is done based on a condition or complaint previously untreated by our office that you report during your visit for a physical, you will be responsible for all related charges in addition to those for the physical examination itself.**

Prescription Refills:

- We require up to 48 hours to process prescription refill requests. Refills requested on a Friday are not guaranteed to be processed before the following Monday. **Please do not wait until you are out of your medications to request a refill.**
- We ask that you provide all refill requests on our prescription refill line, which can be accessed by calling the main number and following the prompts. Please leave all pertinent information every time you call (i.e. your name, birth date, phone number, pharmacy name and phone number, prescription name, dosage, frequency and quantity).
- We require check-ups every 3-4 months to monitor the conditions for which you are taking prescribed medications and/or any potential side effects the medications may cause.
- Due to federal regulations, some prescriptions cannot be called or faxed in to a pharmacy by our office. In the case of any such prescriptions, you will be required to obtain a hard copy of the prescription from our office and take it to your pharmacy. **Unfortunately, no exceptions can be made.**

Referrals and Authorizations: We generally require up to three (3) business days to obtain referrals to specialists and insurance and authorizations for tests or medications. We ask that you notify us of the dates and times of your appointments with any specialists or for any tests you may be having outside of our office in sufficient time for us to get any required insurance authorizations. **Please understand, however, that in some cases it may take longer than 3 business days to obtain referrals or authorizations, due to the manner in which your insurance company processes our request. We have no control over this situation. Additionally, we have no control over the length of time it actually takes to get an appointment with a specialist. That is determined by the specialist's office.**

It is your responsibility to ensure that any specialist or facility you may visit is included in your insurance plan. It is also your responsibility to ensure all specialists receive any test results relating to the condition for which you are being seen. We will fax test results when we are informed that you have an appointment with a specialist, however, we cannot guarantee receipt of the result by the specialist. It is therefore best for you to take a hard copy of any necessary test results with you to your appointment.

Discharge: On rare occasions it may be necessary to discharge a patient from our practice. This can occur for a number of reasons including: failure to pay for treatment rendered; refusing to follow medical instructions about an important health issue; or inappropriate or belligerent behavior toward any staff member. If a patient is discharged from our practice, it means that patient can no longer schedule appointments, get medication refills, or receive treatment of any kind. In order to continue to receive medical treatment, that patient must find another doctor at another practice.

Discharge Process: If a patient is to be discharged from our practice, we will send a letter to the patient at his or her address shown in our records notifying the patient of the discharge. Should the patient have a medical emergency within 30 days of the date of the letter, and before the patient has seen another doctor at another practice, we will address the medical emergency despite the patient's discharge. After the 30-day period expires, we will no longer treat the patient in any case. Once a discharged patient has notified us of the name and address of the patient's new doctor, and signed our standard records release form, we will forward a copy of the patient's medical records to his or her new doctor.

IF YOU HAVE ANY QUESTIONS ABOUT ANY OF OUR OFFICE POLICIES DESCRIBED ON THIS FORM, PLEASE LET ONE OF OUR STAFF MEMBERS KNOW AS SOON AS POSSIBLE.