



## OFFICE POLICY – 2023

**Please initial beside each policy heading.**

**\_\_\_\_\_ Scheduling an Appointment:**

Appointments can be scheduled by calling our office at 256-262-1040 during regular office hours (Monday to Friday from 8:00 am to 4:30 pm with lunch from 12:00 to 1:00 pm) or requesting through the patient portal. We have same-day appointments for most urgent needs. Please call early in the day to allow us time to work you in. It is also helpful to inform our schedulers of any medical conditions or special circumstances when making the appointment. This allows us to allocate the needed time.

**\_\_\_\_\_ Cancellation Policy / No Show Policy:**

To help our office function as efficiently as possible, we require 24 hours' notice to cancel an appointment. This allows us to open the slot for another patient. Failure to notify the clinic in a timely fashion will result in a no-show fee of \$30.

**\_\_\_\_\_ Late Policy:**

We strive to adhere to your scheduled appointment time, unfortunately delays do occur. Patients arriving 15 minutes after their appointment time for physicals or routine follow-up visits will be asked to reschedule. Late arrivals for sick visits will be worked into the schedule when possible but will need to wait for the next available slot.

**\_\_\_\_\_ Expanded Hours:**

We provide expanded hours on Wednesday from 8:00 am to 12:00 pm and 1:00pm to 5:00pm for convenience of our patients.

**\_\_\_\_\_ Prescription refills:**

All medication refills for chronic conditions are done during the office visit. Please bring all your medications to each appointment. If the patient is due for their follow-up or preventative care, we may need to schedule these visits prior to refilling prescriptions and can address your medication needs at that time.

For the safety of our patients, our providers do not phone in antibiotic prescriptions or controlled substance prescriptions without the patient first being examined during an appointment.

**\*All prescriptions called in without an appointment will be subject to a \$10 charge per medication. We advise you to refill all medications during your office visit.**

**\*Please allow 3-5 business days for prescription requests to be processed.**

**\_\_\_\_\_ Telephone Calls:**

Our knowledgeable staff are here to answer any clinical questions you may have. During our regular office hours, you may call our office at 256-262-1040 and leave a message with a receptionist to speak with the nurse or the provider. Please remember our priorities are the patients in the office. Our staff will generally return phone calls within one to three business days.

You may also send a secure message to our providers using the patient health portal. Providers often return messages during the day between appointments if time permits but may vary from one to three business days.

If you need emergency services, please call 911 or go to Women's and Children's ER at Huntsville Hospital for children under 18 years old or go to the nearest hospital for all other age groups.

If you have an urgent medical issue after our clinic hours, please call our office number at 256-262-1040. Follow the prompts to be connected to the on-call provider. There may be an additional charge for after-hours calls.

**\_\_\_\_\_ Immunization Policy:**

We strongly believe vaccination is important for all children to protect them against vaccine-preventable diseases. We follow the schedule approved by the CDC (Center for Disease Control) and AAP (American Academy of Pediatrics) and offer all vaccines at the recommended ages and intervals.

**We do not see children whose parents refuse to vaccinate their children.**

**\_\_\_\_\_ Referral Policy:**

We routinely refer patients to a specialist for their expert opinion. An appointment will first be scheduled with your provider at PCPFM to discuss and evaluate the need for a specialist.

**I have read and understand the above policies and agree to them.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Patient Name:** \_\_\_\_\_