



OFFICE POLICY

1. **Appointments:**

To accommodate everyone's needs, we offer appointments in days, weeks, or months in advance as well as same day scheduling. If you have an acute need please call us and we will get you in as soon as possible.

2. **Frequency of Medical Visits**

At Pebble Creek Medical Group, our goal is to provide the best of care possible for you and your family. In order to do that, we need to know you and your health care needs.

- We recommend that healthy adult patients be seen yearly for a physical.
- Those with stable chronic medical problems (high blood pressure, high cholesterol, diabetes, heart disease, depression, etc.) should be seen a minimum of twice yearly.
- We also recommend that you bring all of your medications to every appointment to ensure that we have accurate and current information in your records.

3. **Medication Refills**

- If possible, it is best to get refills during your regular office visits. For your convenience we can e-prescribe or fax your prescriptions directly to your pharmacy.
- Please give our office 48-72 hours to complete the refill process
- Please note that no prescription refills are done after hours or on the weekends.
- If you are unable to refill your prescription, it may be that you are due for an office visit, lab work, or testing. Please call the office and we will assist you in making arrangements to have necessary testing done.
- If your medications need prior authorization, please note this may take 5-7 business days for processing.

4. **Referrals**

If you need to see a specialist, your insurance company may require a referral. Please allow 5-7 business days for the referral to be sent as some insurance companies may require authorization. Requesting a referral would require an appointment in most cases.

5. **Addictive substance policy**

- Chronic use of addictive medication present unique challenges in primary care. At Pebble Creek Medical Group, we prefer that our patients use pain medicine specialist for chronic pain medication and psychiatrists for chronic anti-anxiety medications. We are extremely selective in prescribing addictive medications of any type. We have very strict policies and no exceptions.
- Unwillingness to follow our medical recommendations concerning the use of addictive medications will result in dismissal from the practice.
- Any narcotics, sedatives, anti-depressants, anti-anxiety, and ADHD meds will require a visit. These meds cannot be routinely filled.

6. **After Hours Care**

If you have serious emergency, please call 911 or go directly to the nearest emergency room. For less urgent medical concerns please call our answering service at 623-322-2144 and the on-call doctor will respond. Routine calls such as medication refills or referrals can be handled during regular office hours.

7. Test Results

We strive to contact each patient with their critical results as soon as we receive them. Any abnormal labs will require a follow up appointment. Please be informed that if you have any labs or imaging studies you are expected to follow in the office for the results. Do not assume the results are normal if you do not get a call back. There can be several situations where these results can be missed in the chain of transfer. Please be informed that if your insurance does not pay for any of the above tests, this office is not responsible for the lack of coverage from your insurance.

8. Sick Visit Vs. Well Visit

A sick visit is an office visit for an acute problem or a follow up problem. A well visit is a routine physical exam or yearly health maintenance exam. A sick visit and a well visit are billed separately. Combination visit is where an acute issue is addressed when you are present in the office for a well visit. A combination visit will also be billed separately to account for the additional work and time required for the visit. Sick visit and a well visit will be billed on the same day if both services are combined such as well visit and managing acute/ chronic problems/medication refills etc.

9. Grounds for Termination of the Patient-Physician Relationship

A physician may terminate a relationship with a patient by giving 30 days' notice, during which the physician is only responsible for responding to urgent medical matters. Pebble Creek Medical Group will reserve this action for patients who demonstrate repeated non-compliance with medical advice, multiple missed appointments, failing to pay their bills, disregarding the stated policies of the practice, or acting in a way that is deceptive, dishonest, or abusive.

10. Accident related injuries, Workman's compensation, or Medical Disability

Please note that we do not do any medical disability evaluation/assessments, accident related injury evaluations, or workman's compensation evaluations. If you are here for that reason, then you may need to see a different physician that does these evaluations.

Do you have any pending medical legal litigations: YES () NO () If yes I understand that I may not be accepted into the practice.

Please explain if you answered yes: _____

I have read the above statements and agree to the above

Patient Name: _____

Patient Signature: _____