



PEBBLE CREEK MEDICAL GROUP PLLC

Office Policies

These policies at Pebble Creek Medical Group are designed to make the care we provide more streamlined, efficient, and patient-centered for you.

1. Appointments

To accommodate everyone's needs, we offer appointments 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. Late / No Show Policy

We pride ourselves on taking your time seriously and hope you will do the same for us. If you are running 15 minutes late, you have the option of waiting to see if any other patients cancel or do not show, or you can reschedule your appointment in the next available time slot. We do ask that you call at least 24 hours in advance if you cannot make your appointment. There is a \$25 No Show Fee if you miss your appointment. You will be sent a letter regarding your missed appointments. A 3rd No Show appointment will give us grounds to dismiss you from the practice.

3. Frequency Of Medical Visits

At Parkview Internal Medicine, our goal is to provide the best of care possible for you and your family. In order to do that, we need to get 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 your medications to every appointment to ensure that we have accurate and current information in your records.

4. Medication Refills

- If possible, it is best to get refills during your regular office visit. 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 weekends.
- If you are unable to refill your prescription, it may be that you are do 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.

5. Addictive Substances Policy

- Chronic use of addictive medication presents unique challenges in primary care. At Parkview Internal Medicine, we prefer that our patients use Pain Medicine Specialists 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 make 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 refilled.

6. After Hours Care

If you have a 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 will be handled during regular office hours.

7. Test Results

We strive to contact each patient with their results as soon as we receive them. If you have not heard from us after two (2) weeks, please call our office at 623-322-2144 to inquire about your results. Urgent or abnormal labs will be called in immediately. Any abnormal labs will require a follow-up appointment.

8. Grounds for Termination of the Patient-Physician Relationship

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

9. Referrals / Pre-certifications

If you need to see a specialist, your insurance company may require a referral. It is your responsibility as a patient to determine if your insurance requires a referral, to verify that the specialist is on your plan, and to obtain a referral from our office before visiting the specialist. New referrals require an office visit for documentation of medical necessity. Referral requests require one to two weeks notice before your visit with the specialist.

Patient Signature _____ Date _____

Print Name _____