



GENERAL OFFICE POLICIES

APPOINTMENTS

We see patients on a walk-in basis only. If you come to the clinic and are asked to return for a follow up visit, we will make every effort, given proper notice, to anticipate your arrival and expedite your visit.

PRESCRIPTIONS AND REFILLS

The physician may prescribe a medication as part of your treatment at Urgent and Family Care. Please note that the number of refills will be designated on your prescription. All refills will be coordinated through your pharmacy and will not be handled by Urgent and Family Care. To refill your prescription, please call your pharmacy. Urgent and Family Care will not fill prescriptions over the phone. **Additional needs for medications will need to be handled by your primary care physician or by an additional office visit at Urgent and Family Care.**

Lost or stolen medications which are considered controlled AND prescriptions for such medications will not be re-issued under any circumstances.

TEST RESULTS

It is the patient's responsibility to keep us informed of any changes to your address and/or phone number so that we can provide test results in a timely manner. You may be asked to make an appointment to discuss the results. If the results of any test have not been communicated to you within 10 business days of your visit, please follow up by calling the clinic.

VERBAL ABUSE

Any verbal abuse, profanity or threatening remarks made toward staff, other patients or anyone else in the building by a patient or a patient's family member will be grounds for immediate dismissal from the practice. Threatening remarks will be grounds for removal from the building and possible legal action.