

## OFFICE POLICY

### Loanne B. Tran, M.D.

We would like to thank you for choosing our office for your healthcare needs. Please be informed about our office policy. The office policy is subject to change without further notice.

#### Appointments:

We see patients by appointment. Same day appointments are available for urgent health issues.

#### After Hours and Emergencies:

If you have a life threatening emergency, please call 911 or go to your local ER facility. If you have a health issue after our regular business hours, you may call our office for further instructions.

#### Cancellations:

Each time a patient misses an appointment without providing proper notice, another patient is prevented from receiving care. Therefore, we request that you give us 24 hour advance notice regarding your cancellation. **Our office reserves the right to charge you a "no show" fee if you missed your appointment WITHOUT giving us a 24-hour advance notice.** "A No show" fee will be billed to the patient. This fee is not covered by insurance, and must be paid prior to your next appointment.

Treatment of Minors: Patient under the age of 18 years old must be accompanied by a responsible adult.

#### Test Results:

If you have diagnostic tests done, i.e., labs, x-ray, ultrasound, colonoscopy, sleep study, etc., please schedule a follow up appointment to go over those results. If a follow up appointment is not necessary our staff will notify you.

#### Prescriptions and Refills:

- Please have your pharmacy electronically send us your medication refill request a few days before you run out of your medications. Please do not wait until you run out of medicine to request a refill. We send all refill approval/denial electronically to the pharmacies.
- We will make every effort to do all refill requests within 24 hours.
- Some medications require regular monitoring by your physician. We require a follow up every 3 or 4 months or as advised by your physician.
- Prescriptions for controlled substances like narcotics requires an office visit.
- Please contact the pharmacy first to request refills before contacting your physician's office.
- Please do not call after hours for prescription refills. We may not have access to your chart.

**Referrals:** All referral requests need to be approved by the physician. You may need to see the physician first for your referral request.

**Disability forms, Insurance forms, FMLA, etc.:** There will be a charge for each completed form. Please allow 3-4 business days for the completion of these forms. All completed forms must be picked up.

**Billing:** If you receive a bill from us, please pay on time. If you have any questions about your bill, please call our office staff. If you are not able to pay your entire balance, please call to make payment arrangements.

**Collections:** We reserve the right to send delinquent accounts to a collection agency. We will not be able to see you until your account is cleared.

**Patient or Guardian's signature:**

**Date:**

<b>First Name</b>	<b>Middle Name / MI</b>	<b>Last Name</b>