

Office Policies and Procedures

Our goal is to provide and maintain a good physician-patient relationship. Letting you know in advance regarding our office policy allows for a good flow of communication and enables us to achieve our goal. Please read this carefully and if you have any questions, do not hesitate to ask a member of our staff.

Appointments

Velez Family Health is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of followup due dates. While we strive to schedule appointments appropriately, emergencies can and do occur in Primary Care. We strive to give all of our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date. To ensure quality care, Velez Family Health, does not treat patients we have not seen (i.e., we will not call in prescriptions or offer medical advice for patients prior to their initial visit). Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed together, so an effective and appropriate plan for your health care can be determined.

New Patient Time Policy

New patient's must arrive at least 30-45 minutes prior to their appointment time. **Patient's arrive less than 30 minutes prior to their appointment time may need to be rescheduled.** Please fill out all paperwork ahead of your appointment time in order for our staff to prepare for your appointment. New patient forms and health history will be posted to your patient portal. They are also available online for download via our website at www.VelezFamilyHealth.com. **We require a 24 hour notice for canceling or rescheduling any appointments.** Any new patient who fails to show for their initial visit without 24 hour notice will not be rescheduled.

Established Patient Time Policy

Established patients should arrive 15 minutes prior to their scheduled appointment times to check in and verify information. Any established patient that arrives more than 10 min past their scheduled appointment time may need to be rescheduled and maybe subject to No Show Fee as detailed in our Cancellation and No Show Policy.

Cancellation and No Show Policy

When you schedule an appointment with Velez Family Health we set aside enough time to provide you with the highest quality care. Should you need to cancel or rescheduled an appointment please contact our office as soon as possible, and **no later than 24 hours prior** to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective August 30, 2018 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours notice will be considered a No Show and charged a \$75.00 fee for a weekday appointment and \$100.00 for a Saturday appointment.

- If a second No Show or cancellation/reschedule with no 24 hour notice should occur the patient may be dismissed from Velez Family Health Practice.
- Any new patient who fails to show for their initial visit without 24 hour notice will not be rescheduled.
- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact Velez Family Health 24 hours a day, 7 days a week at 407-530-6591. Should it be after regular business hours Monday through Thursday, or a weekend, you may leave a non-urgent message. Messages left at least 24 hours in advance are acceptable.

Convenience Fee for Blood Draw

For those who prefer having their labs drawn at our office instead of an outside lab facility, as a convenience, we will offer this service at our office. Patients who desire Velez Family Health to draw blood understand that they will be charged a **\$15** convenience fee. It is understood this convenience fee is not for drawing and handling of your blood and that it is separate from the "Covered Service" by your insurance company.

Financial Policy

Payment for the office visit and any additional charges incurred during that visit will be due at the time of service, including any co-payment, co-insurance, or deductible. **Please confirm that Velez Family Health, LLC is an in-network provider with your insurance prior to your visit.** If Velez Family Health is not, you will be responsible for the entire balance of your account.

Please notify us of any insurance or personal information changes prior to your office visit. If you fail to provide us with the correct insurance information, you may be responsible for the balance of the claim.

We must obtain a copy of a valid photo ID and your insurance card to provide proof of insurance.

If your insurance company does not pay your claim in 90 days, the balance will automatically be billed to you. Patient balances are billed on receipt of your insurance plan's explanation of benefits. Your remittance is due within 10 business days of receipt of your bill. If after reasonable attempts have been made to collect monies due to Velez Family Health, LLC it may be necessary to send your account to an outside collection agency. If that occurs, the patient will be charged for all collection and/or attorney fees and be dismissed from the practice for non-payment.

We understand that temporary financial problems may affect timely payment of your account. If such problems arise, we encourage you to contact us for assistance in the management of your account. Velez Family Health, LLC charges a **returned check fee of \$40.00** plus the amount of the check, which must be paid in the form of cash or money order, at which point, checks will no longer be accepted as a form of payment.

Medical Record Requests and Special Forms

There is a **\$35** fee for forms that Velez Family Health, LLC is required to fill out on the patient's behalf, such as **FMLA** or other employer forms. A **\$15** fee is for school immunization forms, such as **Form 680**. Please have these forms filled out as much as possible and allow up to 7 business days for the forms to be finalized. For **printed medical records** there is a fee of **\$1.00 per page** up to 25 pages and **\$0.25 per page** above 25 pages.

Conduct and Behavior

At Velez Family Health we pride ourselves in customer service and care with a personal touch. We strive to treat all of our patients with dignity and respect and work hard to maintain a positive environment. As patron's of our practice our staff expects the same mutual courtesy. If you have a concern please address it with our staff and we will do our best to work with you to solve any concerns or issues that may arise to the best of our ability. In order to maintain a positive environment for both our patient's and our staff we will dismiss patient's from our practice that are aggressive, disrespectful or demeaning towards a staff member or patron. We reserve the right to involve law enforcement in the event our staff feels threatened.

Controlled Substances

Velez Family Health does not prescribe controlled medication for chronic pain management. You will be referred to Pain Management if you require chronic pain management with opiates. Other controlled substances (such as certain anxiety medications and ADHD medications) will only be prescribed at the physician's discretion and these medications will be weaned as deemed appropriate by the physician. A contract will need to be signed by the patient if any controlled medications are prescribed.

Prescription Refills

Please inform Velez Family Health of which Pharmacy you use and update us if this should change. Please allow one to two business days for refill requests. We encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed. Please note that we do not fill controlled medications over the phone and will require an office visit. Our Practice does not routinely order Narcotic Pain Medicine, therefore you may be required to obtain these medications through Pain Management.

Telephone Messages

Please allow 24-48 business hours to return phone messages. We will do our best to return phone messages as quickly as possible.

I have received the Office Policies and Procedures of Velez Family Health. I agree to pay Velez Family Health, LLC for services rendered on my behalf, or my dependent, in the manner stated above. **I certify that I have read and accept all terms set forth in this agreement** and know that I may forfeit my appointment if I refuse to sign. I understand that these policies may change at any time at the discretion of Velez Family Health.

Patient's Name (Printed)

Today's Date

Signature

Responsible Party Relationship to Patient