

## POLICIES & TERMS

### ACKNOWLEDGMENT OF RECEIPT OF FINANCIAL & OFFICE POLICIES

#### PATIENT AUTHORIZATION AND NOTICE

#### **APPOINTMENTS:** *(including ultrasounds/stress tests)*

I have read and understand that Treasure Coast Primary Care requires a **cancellation notice at least 24 hours in advance** when I'm unable to keep an appointment. If a cancellation notice is not provided at least 24 hours prior to my appointment time or I DO NOT SHOW, I am aware there is **A \$50.00 FEE** per occurrence. I also am aware if I incur this fee, it must be paid in full prior to being seen at my next appointment. If you are more than **10 minutes late** for your appointment, you will be considered a no show and will have to reschedule your appointment. Broken appointments prevent others from receiving medical care. New patients who do not show for their first appointment may not be rescheduled. Multiple cancellations or missed appointments in any 12 month period will result in dismissal from the practice. **(Initial \_\_\_\_\_)**

#### **PHONE CALLS:**

We will make every effort to return your call as soon as possible. Phone calls received after to 2:00p.m. will be returned the following business day. **(Initial \_\_\_\_\_)**

#### **MEDICATION REFILLS:**

We recommend that you keep a two (2) week supply of all medications on hand at all times. Please call our office and request a refill when you have one (1) weeks supply left, as it may take up to three (3) business days to process the request. This is especially important during hurricane season and around the holidays. **(Initial \_\_\_\_\_)**

#### **OFFICE HOURS:**

Primary Care hours are 8:00am to 5pm Monday thru Friday and Saturday 9:00am to 1:00pm. Our Urgent Care locations are available Monday thru Friday from 8:00am to 6:00pm and 8:00am to 2:00pm Saturday and Sunday. **(Initial \_\_\_\_\_)**

#### **REFERRALS:**

We encourage you to be aware of your insurance policy. If you have a HMO or PPO plan that requires referrals, we remind you that ALL non-emergent referrals can take 5-7 business days to process. We are unable to authorize any referral without evaluation for a problem. Please do not call and request referrals by phone. **(Initial \_\_\_\_\_)**

#### **LAB AND X-RAY RESULTS POLICY:**

We call our patients regarding every lab or x-ray result. If you have not heard from us by a week from the date of your lab test or x-ray, please give us a call. **(Initial \_\_\_\_\_)**

It is our pleasure to serve you. Your comments and suggestions are welcome.

---

Patient Name (print)

---

Patient Signature