

## OFFICE POLICIES

### 8 policy rules that keep our office running smoothly

Welcome to University Medical Care, PA. We recognize that you have a choice when it comes to your healthcare and we are honored that you chose us. We want each patient to have an ideal experience with our practice. In an effort to keep this process as smooth and problem free as possible, we must ask that the following policies be adhered to.

- 1- All clinically related phone calls go through our Nurse Triage lines. You will be asked to leave your full name, birth date and phone number along with your immediate problem on our Triage Nurse Voicemail. The appropriate nurse will return your call. This will allow her the opportunity to have your medical record available to best equip her to manage your situation. Please be sure to leave a number where you can be reached during daytime hours. Calls are returned in order of urgency, not necessarily in the order that they are received. Multiple messages will delay your returned phone call. Please be assured that every effort will be made to return your call the same day. Messages left after 4:00pm may not be returned until the next business day.
- 2- Please allow 48-72 hours for prescription refills. Prescriptions will only be filled Monday-Thursday between 8:30am and 4:00pm and on Friday's between 8:30am and 11:30am. Please have your pharmacy contact our office for refills. In order for prescription refills to be approved by your doctor, you must have been seen within the past 3 months.
- 3- The refill of pain medications or sleep medications is not considered an emergency and will not be addressed on a weekend or holiday. If it looks like you might run out over a weekend, please plan accordingly and call our office before the weekend during the times noted above to allow us the time to accommodate your request.
- 4- Please allow 10-14 days for after lab tests and/or diagnostic testing results.
- 5- The completion of disability forms and/or special request letters is time consuming and will take 7-10 days. There is a \$25.00 charge for the completion of these forms.
- 6- If we referred you to another physician for consultation we will forward your records to that physician to insure your continuation of care. If, however you want copies of your records for any other reason there is a nominal charge for these copies. The charge is \$1.00 per page for the first 25 and \$0.25 per page for each subsequent page. Please allow 7-14 business days for this request to be completed.
- 7- We highly recommend that you keep all your schedule appointments. If you need to cancel or reschedule and appointment please allow us the courtesy of a 24 hours' notice. If you fail to give us 24 hours' notice or if you do not show up for your appointment you will be charged a fee of \$50.00.
- 8- If you are over 15 minutes, it is at the physician discretion if you will be accommodated for your appointment.

---

Patient's Signature

---

Date

---

Printed Name