

## *Wrightstown Family Medicine Policies*

**Refills:** It is best to call your pharmacy and request they send an electronic med refill request to your provider. This will expedite the process of your refill being completed.

**Referrals:** In network referrals will be processed if patient has been seen by a Wrightstown Family Medicine Provider within the previous 3 months, regarding the diagnosis for which the referral is being made. If it has been more than three months, you will need an appt with one of our providers prior to the referral being processed.

**Calling with medical questions:** When you call, please leave a message with the nursing dept. They will inform the provider of the concern or question and will return your call or address the issue once the provider gets back to them. All calls should be answered no longer than the end of the following business day.

**Outstanding Balance:** All outstanding must be paid when making an appt. If you arrive for an appt and there is an outstanding balance it will need to be paid prior to seeing the Provider.

**Appointment Cancellation Policy:** You must call to cancel your appt no later than the business day prior to your appointment and within 24 hours of the appointment time. Canceling your appt the same day or within the 24 hour window, could result in a fee for late cancellation.

**Missed Appt:** A missed appointment fee will be charged as follows:

A missed 15-minute appointment, a fee of \$50 will be charged.

A missed 30-minute appointment, a fee of \$95 will be charged.

**Running on time:** We know your schedule is busy and that your time is valuable. Unfortunately, if you arrive more than 15 minutes late for your appointment, you will need to reschedule your appointment.

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Print Name: \_\_\_\_\_

