

Hampden Medical Group Patient Orientation

Welcome to Hampden Medical Group. We pride ourselves on providing the highest quality medical care for your whole family. We are glad you have chosen us. Please take a moment to review the following guidelines and policies to ensure that we can provide the best care possible.

- 1. Access To Care:** We will care for patients regardless of age, race, gender, creed or religion. We are able to see patients by appointment only. Emergency conditions may need to be referred to an Urgent Care facility or the Emergency Room. Office hours are 8:45 – 11:30 and 1:45 – 4:15 Monday through Friday. After hours medical emergencies are handled by phone by one of our on-call physicians. You may access them after hours by calling our office number. This service is for medical emergencies/urgencies only (not for prescription refills or non-emergent medical conditions). Because of time constraints, please be respectful of your allotted appointment. Typically a 15-minute appointment can only accommodate 1 – 2 medical issues. We ask that you arrive at our office 15 minutes before your scheduled appointment. If you arrive more than five minutes after the start time of your appointment you may be required to reschedule.
- 2. Prescription Refills:** If you have no remaining refills on your prescription, please contact your pharmacy. They will request authorization and fill the prescription if approved. They/we need approximately 3 business days in order to process these request. Contacting us will only delay the process. We are unable to write or refill a prescription unless we have seen you recently for the condition treated by that medication. Prescriptions are only refilled Monday through Friday during regular office hours.
- 3. Insurance Coverage:** If we are participating physicians with your insurance plan, we will bill them for the care you receive. You are responsible for co-payments at the time of your appointment. If you cannot pay at the time of your visit, there will be a \$15 administrative fee to bill you. You must also present a *valid insurance card at each visit*. If you do not have your card, we will see you on a fee-for-service basis with payment due at the time of the visit. You are responsible for knowing which services are covered by your insurance. If we provide a service we feel is medically prudent and this is a non-covered benefit, you are responsible for payment (many plans do not cover routine physicals). It is our job to do what is correct medically and it is your job to know what your insurance covers.
- 4. Appointment Cancellation:** If for any reason you are not able to make your scheduled appointment, we require 24 hours notification. This will allow us to fill your appointment slot with someone who may need care urgently. Otherwise you are considered a “no-show”. When you are a “no-show” we will mark your chart and we also reserve the right to charge you a “no-show” fee of \$75. After three “no-shows” we reserve the right to dismiss you from the practice. We realize things do come up and we will take this into account individually, but wasted appointment slots hurt other patients as well as the practice. Please understand the need for this policy.
- 5. Medical Records/Referrals:** The medical record is the property of Hampden Medical Group and we are required to keep the originals for 7 years after your last visit with us. We will provide copies as needed – the first copy for free, subsequent copies at a cost. We require allowance of 10 – 14 business days on medical records requests. If you are referred for specialty care, you must make us aware of the appointment time, date, and physician as soon as possible so that we have adequate time to clear the referral (i.e. at least 5 business days before your scheduled appointment).
- 6. Privacy:** We comply with the Federal regulations known as HIPAA. Should you have any questions or concerns regarding the privacy of your health information, please discuss them with you physician. You may request a copy of our Health Information Practices.
- 7. Past Due Accounts:** Your account will be considered past due if we have not received payment within 60 days of the balance becoming your responsibility. At such time there will be a 5 dollar per month administrative fee to continue billing you. If payment is not received after 120 days we will turn your account over to a collection agency and you may be dismissed from the practice. We understand that sometimes families run into hardships. If you find yourself unable to pay your balance, we will be willing to work out a budget plan with a monthly payment. Please contact our office.

Again we welcome you to the practice. We will do our best to treat you with the kindness and respect you deserve and deliver the best medical care to your family. If you have any questions regarding this or any other aspect of our relationship, please ask the provider or our office manager.

Thank you for your trust and confidence.

Hampden Medical Group