

HB Medical & Wellness Care

Office Policy and Procedures

Verification

Patient's ID and insurance cards must be presented at each visit. If you refused to have your picture taken for your records, you will require 2 forms of ID each visit.

Insurances

All co-pays are due at the time of service (No Exceptions)

If your insurance is expired or has changed, it is your responsibility to inform the practice, prior to or at the time of your visit. Otherwise, you are responsible for charges incurred.

If you have a deductible or co-insurance, we require a payment of at least \$100 at the time of your visit

Account Balances

Balances are due upon receipt of the bill. All balances must be paid prior to your visit. For balances 30 days past due an additional 20% charge will be incurred. We will turn accounts 90 days past due over to collections.

Appointments

Appointments can be done online via our website www.hbprimarycare.com.

Only patients who have a scheduled appointment are allowed in the exam rooms. If the provider needs to speak with the family/friend of the patient, they will make that request after first seeing the patient. This helps providers stay on schedule. Often times, family members are also seen at the practice and will discuss their issues and make request for refills, which is not appropriate when they are not the one scheduled for an appointment.

Due to the complexity of our patients, providers are often not running on schedule for your visit. Please be aware that emergencies do arise in which providers may have to speak with the hospital, another provider or radiologist. We appreciate your patience.

Patients are asked to limit their complaints to no more than 3 per visit. This helps keep the providers on schedule for all their appointments, as well as provide you the best of care.

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Urgent/Acute Visits

We do allow walk-ins for acute or urgent issues only, not for multiple or chronic issues. We ask that you schedule an appropriate appointment for these.

We ask that you become familiar with our appointments. Well Woman Exams and Annual/General Physicals are not appropriate visits for acute or chronic disease management. If you have such complaints during a wellness visit the provider may change the visit to a follow up and ask you to reschedule your wellness exam or you may be charged additional fees for addressing these issues during a wellness exam. Our website provides a detailed explanation of visits to help you schedule appropriately.

Patients, who “No Show” three times for scheduled appointments, may be discharged from the Practice.

Late Policy

Patients arriving 10 minutes or later, may be asked to reschedule or moved to the next available appointment.

Cancellations of Appointments/No Shows

We require 24 hours notice to cancel appointments. Appointments canceled during the week less than 24 hours will incur a \$50.00 No Show Fee. The fee for a No Show on a Saturday is \$60.00. The fee will be added to your account and need to be settled prior to your next visit. Do not call the on-call line to cancel appointments.

Prescription Refills

The majority of prescriptions are done electronically (except: narcotics). If calling for a refill, please leave your name, DOB, medication name and dosage, and pharmacy name and address. Refills can take up to 72 hrs.

We do not prescribe antibiotics or narcotics without a visit.

Medications prescribed for Hypertension, Diabetes, Anxiety, Insomnia etc. require a visit every three months, to maintain adequate refills. The providers **Will Not** do a courtesy refill. Refills when appropriate will be written for 90 days or 30 days with 3 refills. It is best that you schedule your three-month follow up in advance of running out of your medications.

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Referrals require 72 hours notice. Do not schedule an appointment with a specialist without having your referral. We do not generate referrals “on demand”. It is not fair to the patients being seen in clinic for the provider to be interrupted for referrals. We do not give referrals not previously discussed with the provider. We do not back date referrals.

Labs

Labs take up to 10 days to return. Providers will only call you with critical lab results. We ask that you schedule a follow up visit to discuss results in details.

Pain Management

We do not participate in the management of chronic pain. We are happy to refer you to a Pain Management Specialist

Medical Forms/Letters/Record Request

There is a fee for these forms. They require a week to be completed. Fees are determined by the complexity of the forms.

Billing

Please do not call the clinic with billing issues. The billing is done by MTB. They can be reached at 240-772-1421.