

South Mountain Family Practice Policies, Procedures and Expectations

Patient Code of Conduct

It is our priority to provide a safe and healthy environment for our staff, providers, patients and accompanying family members. South Mountain Family Practice will not tolerate the following behavior:

- Inappropriate language or verbal assault, such as screaming at staff through phone call, voicemail, email or any other messaging system (including digital media) determined at staff discretion.
- Actions that pose a threat to business security (posting harmful reviews of the practice without attempt to resolve complaints directly with practice)
- Threats of violence of any type.
- Physical assault or threat to cause bodily harm.
- Threats to destroy equipment or property.
- Menacing or derogatory gestures.

Our staff will not engage in such behaviors, and violators will be discharged from the practice immediately. It is our goal to put a stop to such behavior and allow South Mountain Family Practice to provide great quality care to the community.

After Hours/On Call Services and Portal Messages

We strongly encourage after hours/on call services to be used for EMERGENT concerns that cannot wait for normal business hours. Call 301-432-0623, select option 5 to leave message for return call.

Medication refills and prior-authorization messages WILL NOT be handled during non-business hours and are not appropriate for after-hours/on call provider services.

Portal messages should not be used for emergent concerns, as they will not be addressed during non-business hours.

Patients should never contact providers directly on their personal home or cell phone, email or social medical platforms.

Medication Refills

We understand medication refills, medication shortages and pharmacy communication can be frustrating for patients. Prescription refills may take 2-3 business days to complete request for medication refills, and 7-10 business days if prior authorization is required by

your insurance. Please Plan Ahead! If you need a refill, please call and leave a detailed message or speak to staff to request the refill during normal business hours. Do not email prescription requests! Refill requests will not be handled after hours.

Prior Authorization

If your medication requires prior authorization, your pharmacist must send our office the rejection notice from your insurance company. This will ensure we have the proper information to complete authorization. Again, prior authorization can take up to 7-10 business days to complete due to the increasing demand requirements from insurance companies on certain medications.

Form Fees

There is a form fee for all medical forms including medical leave: \$15 for three or less pages, \$25 for four pages or more. Please allow 7-10 business days for form completion. Most FMLA and disability paperwork requires extensive documentation, therefore an appointment will also be required. All paperwork must be picked up at our office upon completion. It is the patient's responsibility to deliver the paperwork to their employer.

Payments

Payment is expected at the time services are rendered. We accept cash, check, Mastercard, Visa and American Express.

Referrals

An office visit is required for a patient to be referred to a specialist. Specialists require recent documentation from the referring provider to schedule consultations.

Late Arrivals

We reserve the right to reschedule appointments if a patient arrives more than ten minutes late for a scheduled office visit. This is at the discretion of the scheduled provider. This policy is in place so as not to disrespect the appointment times of other patients. We will do our best to accommodate you based on the provider's schedule that day. To avoid rescheduling, please plan to arrive 10 minutes prior to your scheduled arrival time.

Cancellation or No Show

South Mountain Family Practice requires a 24-hour notice of cancellation prior to any appointment. Exceptions will be made only on a case-by-case basis. If you do not give proper notification within 24-hours of your scheduled appointment time, this is considered as a 'No Show'. Written notification, in addition to a \$35 charge, will be issued after a 'No

Show'. The provider reserves the right to discharge patients from care after a "No Show" for noncompliance to office policy.

Frequency of Visits

Most patients are required to see the physician AT LEAST every six months for chronic conditions. Frequency of visits are determined by the provider based on multiple factors. Lab work and routine screenings are often required to monitor daily medications for patient safety. Therefore, it is important to comply with routine visits and ordered testing as scheduled. Failure to do so will be considered noncompliance and may result in practice discharge. Acute visits are for the acute issue only. Regular follow-up visits are for chronic issues only. Acute and regular follow-up of chronic issues will not be done together in the same appointment (medical insurances will not reimburse provider for both performed

Discharge

South Mountain Family Practice reserves the right to discharge a patient at any time for noncompliance or inappropriate behavior at our discretion.

Transfer of Records

South Mountain Family Practice requires two weeks' notice to prepare medical records for transfer. A signed consent form is required prior to medical record release. Applicable medical record copying fees will apply per state guidelines.

We at South Mountain Family Practice consider your healthcare a partnership. We are committed to guiding you to living a happy healthy lifestyle, striving to provide a pleasing personal experience in your health care journey. Thank you for partnering with us on this journey.

Patient Signature of Acknowledgement of Practice Policies

Date of Signed Acknowledgment

Form 10/9/2024