



Thank you for choosing to partner with Hass Family Medicine Cape Cod for your primary care needs. As part of the initial registration process, we have important policies that need to be reviewed and signed by all patients or their health care proxy. The purpose is to make sure that we are as transparent as possible on how we manage our medical practice. PLEASE READ CAREFULLY!

Safe Environment

No one understands better how difficult it is when you feel physically or emotionally unwell to keep up a pleasant demeanor than we in the medical service field. That said, patient and staff safety is a top priority. Any behavior that is generally accepted as aggressive, destructive, harassing, intimidating, or threatening will be considered abusive and will not be tolerated. This includes, and is not limited to, the use of foul and/or inappropriate language, inappropriate or offensive tones or manners and gestures, lack of respect for personal space, or clear inappropriate physical contact.

We have a **zero tolerance** for abusive behavior by anyone and will dismiss those individuals from the practice immediately in such instances. In this situation, the patient will receive a certified letter from our practice and complete documentation of the event will be placed in the respective chart. The practice will provide 30 days emergency follow up care, after which the practice will no longer assume any responsibility for that individual's health care.

Walk Ins

We consider any patient, established or new, who enters the clinic without a scheduled appointment requesting to be seen the same day as a **walk-in**. Though we prefer and ask that all our patients call ahead of time for appointments, we do understand that sometimes circumstances are such that it may be necessary for the patient to come in and ask if they can be seen same day. If there is an open slot available and you are an established patient, our staff will offer you that appointment. If there are no open appointments, the staff will ask the clinician there if we can safely squeeze you in. If we can safely squeeze you in, we will. If we cannot see you, we will work with you on other options.

All new patients will have to go through the usual patient registration process prior to any scheduling of appointments, Walk-in included. That said, if we cannot accept you as a new patient into our practice, you will be informed as to the reason and no appointment will be given. If you are accepted as a new patient into our practice, you will be treated the same as established patients with regards to Walk-in appointments.



Payments

You may have co-payments, or co-pays as they are also called, that are expected to be collected by our office from you at the time of service. In addition, there may be procedures or certain other types of office visits or services that are not covered under your health insurance policy. These too will require prepayment before we are able to render the respective service(s). The remaining portion of the charges that are covered under your health insurance policy will be billed directly to your insurance by our billing department on your behalf.

If we receive notification from your insurance that you have a deductible on your policy, the insurance company will state this on the explanation of benefits, also known as the EOB, in response to receiving our bill. This amount will be added to your amount due at the time of your next office visit if you have not already paid this amount prior.

We accept cash, major credit cards and personal checks as forms of payment. If a patient elects to pay by personal check and that check is returned to us for insufficient funds, that patient will be asked to pay the amount for which the check was originally written in addition to all bank charges related to the check return. The practice does reserve the right not to see that patient, virtual or in-office, until the balance due is paid in full.

The practice reserves the right not to see a patient if the respective co-pay is not paid at the time of visit. The staff can bill for this portion of the charges at their discretion. That said, if the front desk staff elects to allow this amount to be billed, our billing service, SVS Billing, will bill that patient via e-mail. That patient is expected to pay on-line as soon as the bill is received.

Allowing co-payment billing once WILL NOT make this standard for anyone with regards to future visits. HFMCC reserves the right to refuse to see any patient at future visits if co-payment or other amounts due remain outstanding.

No Show or Late for Appointment

Today, practices are allowed to see patients virtually in addition to in office face to face. As such, the definition of No Show and Late are somewhat different between the two (2) types of visits.

No Show, in-office is defined as any patient, established or new, who fails to check in with the front desk for their appointment by **15 minutes past** their appointment scheduled time or cancels their scheduled appointment in less than 24 hours of that scheduled visit time.



No Show, Virtual is defined as any patient, established or new, who fails to log on the virtual appointment by **10 minutes past** their appointment scheduled time or cancels their scheduled appointment in less than 24 hours of that scheduled visit time.

Late, in-office is defined as any patient, established or new, who fails to check in with the front desk for their in-office appointment by **10 minutes prior** to their scheduled appointment time.

Late, Virtual is defined as any patient, established or new, who fails to log on the virtual appointment by their appointment scheduled time.

As primary care on the Cape is in critical demand, we want to be respectful to others and keep the clinic running on time. Patients who are late or do not show for their appointments not only strain the clinic's ability to run on time but cause the loss of appointment slots that could have been used by other patients. Please be respectful of others and show up **at least 10 minutes early for your scheduled appointments**.

For those patients who arrive late, we may need to ask you to reschedule if the amount of time left on your visit does not allow us to see you. We will do our best to work with you; however, we cannot guarantee that you will be seen. If you know you are running late, a quick phone call can work wonders!

For patients that show late and are not seen or do not show at all for their respective appointments there will be a **charged of a \$50.00 for 15-minute appointments and \$100.00 for 30-minute appointments**.

A cancellation will not guarantee a waiver of the no show fee if done **within than 24 hours of** the scheduled appointment. We do understand life is not predictable. In these instances where you have an unusual circumstance that has led to the delay in cancellation, on a case-by-case bases, staff may decide to waive the fee.

Waivers given to you for a previous No Show or Late fee do not automatically apply to subsequent No Show or Late fees for any of your future appointments.

We will be keeping track of all Late arrivals and No Shows for appointments. Any patient with two (2) or more "Lates" and/or "No Shows", will be reminded during the scheduling of their next appointment that the practice reserves the right to ask the patient to find a new primary care clinic in the occurrence of a third No Show or Late arrival.

Prescription Management

Medications fall under three (3) Categories: **Over the Counter (OTC), Prescription, or Scheduled**. The first two (2) Categories are familiar to all. The last category is a special group of prescription only



medications that fall under the U.S. Controlled Substance Act (1970). This law regulates the prescribing of medications that have abuse and/or dependence potential, public health risk, harmful pharmacological effect, or role as a precursor of other controlled substances.

OTC Prescriptions: As these medications can be purchased without physician consent, you may be subjecting yourself to harmful effects from the medication itself or possible interactions with other medications you are taking. For this reason, we ask that you be as upfront as possible on your use of all OTC medications including herbal regimens.

Prescription Medications: Most, if not all, of your regular prescriptions can be handled by our practice; however, there are medications that are either usually prescribed by a specialist or in our best clinical judgement should be managed by a specialist. In these cases, we will defer to the specialist for management, including refills.

Scheduled Medication: Examples of drugs found here are pain medication (example, Narcotics), Stimulants (Example: Diet pills and ADDERALL like medications) and Sedatives/Sleep Aides (examples: Valium, Ativan, Ambien). **As a rule, no medication in this category will be prescribed by our practice.** That said, there will be times that we may decide to make exceptions. **Joining the practice DOES NOT automatically guarantee that an except will be made.** We will be reviewing all situations on a case-by-case basis; however, **we are firm on our comfort zone.**

Prescription Refills: Our preference is that your pharmacy send us requests. Messaging through the patient portal or voicemail on our medical assistant line are acceptable alternatives. PLEASE ALLOW 2 BUSINESS DAYS for refill requests to be reviewed and acted upon. Special circumstances aside, refills will be filled for 90 days with no more than 1 refill. You are required to be seen on a regular basis, i.e. not less than every 6 months, if we are prescribing medications for a chronic condition. If you have not been seen within a reasonable time frame, we reserve the right not to refill your medications until you have been seen.

I, _____, have read and agree to abide by the above.

Patient Name

Date signed