

## MAB – Internal Medicine – Dr. Sue Mitra's Office Policies

We would like to thank you for choosing Dr. Sue Mitra as your medical provider. We have written this policy to keep you informed of our current office policies.

**Office Hours:** Our office hours are 8:00am – 5:00pm Monday through Friday

All payments and/or co-payments are due and payable at the time service is provided. Our method of payments are VISA/MASTERCARD/ AMEX/DISCOVER credit or debit cards, check or cash. There will be a return check charge of \$25.00.

We ask the patient or family member contact our office 24 hours prior to canceling an appointment. If three (3) canceled or missed appointment occur, it may result in being discharged from the practice.

The patient is responsible for the selection of the correct laboratory, radiology, imaging facility and hospital as authorized by your insurance carrier. The practice and/or staff will not be held responsible.

**Patients will need to bring all of their prescribed medications and any vitamins, herbs, or over the counter medication that you routinely take every time you come to our office.**

We advise you to contact our office at least two (2) days prior to running out of medication. If possible, contact your pharmacy to have them fax a request to our office (if you choose this option, you will not need to contact our office directly). We would prefer not refilling medications after hours because of legal issues. Except for absolute emergencies. No routine pain medication refills will be authorized over the telephone.

**Appointments:** We see patients by appointment only. Same day appointments are usually available for urgent or sudden illness.

**After Hours and Emergencies:** For a serious emergency, call 911 right away. If you are not sure and you call our office, please be sure to tell the person who answers the phone that it is an emergency. After hours, you will reach our answering service. They will page the provider on call.

**Urgent Need or Sudden Illness:** We have a limited number of same day or "work-in" appointments available every day. Please call early in the day, as these spots fill up quickly.

**Cancellations:** Please call within 24 hours if you are unable to keep your scheduled appointment. This allows us to provide that time slot to another patient.

**Complete Physical Exams:** We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health. However, insurance benefits vary. Some policies cover "wellness" and others cover visits when you have a complaint. Please learn about your benefits prior to your appointment so you will know what is covered by your insurance plan.

**Telephone Calls:** All patient's telephone calls will be handled by the office staff, please give them detailed messages. If needed the physician will call you.

**Test Results:** If you have diagnostic testing, i.e., lab, x-ray, echo, ultrasound, sleep study, please schedule a follow-up appointment, within 7 -10 days, to go over the results with your physician and you will be subject to your copay/co-insurance. Results will not be given over the phone.

### **Prescriptions and Refills:**

- The best time to get a prescription refill is at your appointment.
- If you need to call for refills, don't wait until you have run out. Most refills require the doctor's approval. If your doctor is out for the afternoon, it may be the next day (or Monday) before it can be authorized.
- Don't go to the pharmacy to wait for your prescription to be called in. Call them first to see if it is ready.
- Refill requests must be made 48 hours in advance.

- Some medications have potential side effects that must be monitored. We require check-ups every 3 or 4 months for these medications. Be sure to keep those follow-up appointments.
- Some prescriptions cannot be called in. The prescription must be printed for you to pick up.
- Don't call after hours for prescription refills. There is no access to your chart and we may not be able to help you.

**Samples:** We sometimes offer you samples to help you try out a new medication before you purchase it. Remember that samples are not a long-term way to fill your prescription. We do not always have samples of your medications. Please do not rely on samples for medications you take long term.

**Narcotics:** We do not prescribe narcotics for chronic use. We do not call in narcotics after hours. If you require use of narcotics, you will be referred to a pain management specialist.

**Mail Order Prescriptions:** Many insurance plans offer financial incentives for using mail order pharmacies. We are glad to print out prescriptions for your mail order pharmacy needs. You can pick these up at our office. We do not fax or call in mail orders.

**Referrals:** Referrals can be done on the same day as your appointment and sometimes it can take 2-3 days, depending on your insurance and/or the urgency of your situation. Someone will contact you as soon as the referral authorization is obtained.

As a patient, it is your responsibility to ensure that your specialist is on your plan. It is also your responsibility to ensure your specialist receives your test results. You should pick-up a copy of your test results from our office and hand deliver them to your specialist. We will not fax test results and it is possible that the specialist will not see you without these. Please understand that it can sometimes take a few weeks to get an appointment with a specialist. This is not something we have control over.

**Dismissal:** If you are "dismissed" from the practice it means you can no longer schedule appointments, get medication refills or consider us to be your doctor. You have to find a doctor in another practice.

***Common Reasons for Dismissal***

- Failure to keep appointments, frequent no-shows
- Noncompliance, which means you won't follow physician instructions about an important health issue
- Abusive to staff

***Dismissal Process***

We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this letter, we will see you. After that, you must find another doctor. We will forward a copy of your medical record to your new doctor after you let us know who it is and sign a release form.

**Acknowledgement**

I acknowledge that I have received and read a copy of the **MAB – Internal Medicine – Dr. Sue Mitra's Office Policies and Financial Policies.**

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Signature/Patient or Guardian

Date