

Scottsdale Adult Medicine Policies and General Guidelines

Welcome to **Scottsdale Adult Medicine** - offices of Glenn Hinchman MD and Emily Seiden NP. Thank you for choosing our practice for your healthcare needs. The following is a description of the **basic office policies and guidelines** about our practice. Please read them carefully.

Hours of Operation: Open from 9:00 AM to 5:00 PM Monday through Friday. Lunch is observed from 12:00 PM to 2:00 PM.

1. Appointments

For new patients, please arrive 15 minutes early to complete the required paperwork.

There will be a **\$25.00** charge for any patient that does not show for their appointment without notification. We attempt to provide reminder calls regarding scheduled visits the day prior to appointments. If you are unable to make an appointment, we request at least 24 hours notice. Scottsdale Adult Medicine reserves the right to terminate the provider-patient relationship if 2 missed appointments occur without a 24 hour advance notice.

Should you arrive more than 15 minutes late, your appointment will be rescheduled. If you are going to arrive late, please call ahead and inform our receptionist as soon as possible.

It is our high priority to work established patients in for same day appointments; however, this is not always possible. Please be aware that visits are not taken on a walk-in basis.

2. Non-Provider Visits

Walk-in visits such as immunizations, blood pressure checks, vitamin B12 injections, etc are done only during the hours of 9:30am-3:30pm daily. Please call in advance to confirm the medical assistant's availability.

3. Financial

It is the patient's responsibility to fulfill the financial obligations as promptly as possible. Payment for co-pays will be required at the time of service. If you are self-pay or are uninsured, you are required to pay in full. There will be a **\$40 fee** for patients requesting medical records, **\$40** for company or legal request of medical records, and a **\$50 fee** will be assessed for completion of disability papers.

Any account submitted to the collection agency will be assessed the collection agency fees in addition to the outstanding balance due.

4. Phone Calls and Messages

Proper phone courtesy is expected as the front office may place patients on hold to accommodate calls in the order they are received. Messages left will be returned promptly by the receptionists on an hourly basis.

When leaving messages with the medical assistant, please understand that she will attempt to check voicemail between patients, during lunch, and after 5:00 pm. Please do not leave duplicate messages as this will not expedite requests.

5. Referrals

Requests for insurance referrals are completed by the medical assistant. If requesting a referral by phone or in person, please allow 2-3 business days for completion.

6. Medications

Prescription refills take 2-3 business days to complete. Please do not wait until out of medication before calling your pharmacy as this may result in days of missed medication.

Narcotics and antibiotics **will not** be called in to pharmacies. If patients are requesting either of these medications, an office visit is required and the need for them will be determined by the provider.

Patients should bring a complete medication list to each visit so that we may keep our records updated.

7. Out of Work Excuses

We are happy to write an excuse from work or school note, however these excuses can be provided **only** for the day spent in your appointments or for short recovery periods. No retroactive or long-term excuses are given.

8. After-Hours

During afterhours, weekends and holidays, there will be an on-call physician available to you by phone. They are available to you for advice only. The on-call physician will not call in antibiotics or controlled substances over the phone.

If you should have an emergency after office hours, call 911 or go to the nearest emergency room.

9. The Golden Rule

It is expected that common courtesy be extended to all staff members. It is the patient's responsibility to be considerate of other patients' rights and those of Scottsdale Adult Medicine personnel. We ask that patients please be mindful of noise, smoking, and the property of other persons. Rude, abusive, aggressive, and/or threatening behavior will not be tolerated in our practice.

We value each relationship with our patients and truly appreciate the opportunity to take part in your medical care!