



Patient Expectations

Thank you for choosing
Cucamonga Valley Medical Group!

We are pleased that you have chosen our medical group for your primary health care needs. In order to make your experience the best possible, we have implemented the following policies. Please read them carefully:

1. Appointments and scheduling

- a) **Annual Wellness Visits:** Your health is important to you and to your provider. To ensure that you're receiving the best care possible, all patients are expected to be seen for an in-office Wellness/Physical appointment once a calendar year.
- b) **Late appointments:** Your appointment may be rescheduled if you arrive more than 15 minutes late.
- c) **First time visit:** Please arrive 30 minutes before the appointment time to complete insurance verification and the orientation process. If you have not completed your documents before your scheduled appointment time, we reserve the right to reschedule your appointment.
- d) **Cancellation policy/ Missed appointments:** A \$50 "No Show" fee will be charged to you (*this cannot be billed to insurance*) if you miss an appointment, or do not call to cancel your appointment 48 hours prior to your appointment time. This enables us to open up your time slot to another patient that is waiting to be seen.
- e) **Same Day appointments:** Our best efforts will be made to accommodate same day appointments. Please call the office for availability prior to arrival.
- f) **Appointment requirements:** In order to optimize your appointment time, please bring the following items to every visit:
 - i. All medications
 - ii. Immunization record
 - iii. Insurance card
 - iv. Any necessary paperwork that you need completed (*see paperwork policy below*)

2. Financial policies

- a) **Co-pay and patient share payments:** Payments are required to be made in full at the time of the office visit. We accept cash, Visa, Mastercard, Discover and American Express. We do not accept checks of any kind.
- b) **Insurance billing:** We will bill your insurance on your behalf if given all the proper information. Please note that you are ultimately responsible, however, for all charges incurred.
- c) **Paperwork fee:** A \$25 fee will be applied to all paperwork requested for the physician to complete, including disability forms, FMLA forms, nursing home forms, IHSS, etc.
- d) **Medical Records fee:** A \$35 medical record copying fee will be charged for medical records greater than 10 pages.

3. Laboratory results

It is important to us that you receive prompt notification of lab and test results, as well as a thorough explanation of the results.

- a) **Preventative screening results:** If you have a normal result, all results will be available in the Heallow Portal. If the result is abnormal, you will be notified via the Heallow Portal or by phone to make a follow-up appointment. Preventative screenings may include: cervical cancer screening, colon cancer screening, breast cancer screening, etc.
- b) **Other laboratory tests:** All results will post to your Heallow Portal. If a follow-up is needed, you will be contacted by the office or you may contact us to schedule an appointment. *(This follow up appointment will be treated as a regular office visit, and all applicable charges and co-pays will apply.)*
- c) **No results received:** If you don't see your posted results on the Heallow Portal or you do not have access to the Heallow Portal, do not assume that the results are normal. Please call our office or send a message so that we can direct you further.

4. After hours policy
We have a physician on call 24 hours a day, 7 days a week. If you have an urgent medical issue, and need to speak with the doctor after hours, you may call our office and leave a message to page the physician on call. Please do not page the doctor for non-urgent medical issues, such as canceling or rescheduling appointments, medication refills or results inquiries. *(Please note that if it is a life threatening medical problem, call 911.)*

5. Medication refills

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- a) We will not refill any narcotic or controlled medications after hours or over the phone. Ask your doctor for sufficient refills at the time of your visit to last until your next appointment (*typically 3–6 months*). Please check with your pharmacy to see if you have any refills already approved before calling the office.
- b) If you are on any chronic medications, your doctor will, in most cases, want to see you every 3–6 months to monitor the medications and their efficacy in treating your condition. It is for this reason that, if you have not been in to see the doctor in several months, that the refill may be denied.
- c) We support the Sure Scripts service for electronic prescriptions. If your pharmacy uses this service, and you need a refill, please call your pharmacy and they will contact our office for refill authorization on your behalf. Your annual physical needs to be current for any refill authorizations.

PATIENT, PARENT OR GUARDIAN (PRINTED)

have read and received a copy of Cucamonga Valley Medical Group's policies.

SIGNATURE OF PATIENT DATE
(PARENT OR GUARDIAN IF PATIENT IS A MINOR)

(MM/DD/YY)