

Beginning December 1st 2019 Synergy Family Physicians has updated their policies

General Clinic Policies & Information

Provider Philosophy Statement

It is our desire to establish long-term provider-patient relationships with our patients. Our providers and staff are here to assist and care for all of our patients. Our patients come first and are our primary concern.

It has always been our philosophy that the patients who have taken the time to schedule an appointment, deserve our complete attention. At times, however, urgent patient care issues arise that result in an interruption during an appointment or the provider being delayed for the next appointment. We try to limit these interruptions and we apologize in advance should this happen. Our second priority is to return patient phone calls, then to complete referral, prescription and paperwork requests. Due to the varying timelines and specifics involved with these requests, please see the information below.

General Policies/Information

Information regarding scheduling of appointments, after hours care, referrals, prescription refill requests, etc.

Appointments – Our providers see patients by appointment only. We encourage you to see your primary care provider each time. If this is not possible, we do function as a group and you have the option of seeing any of our other providers with open appointments. If you need to cancel your appointment, we require 24 hours' notice, as this will leave us enough time to fill the open appointment time. If you are more than 15 minutes late for your appointment, you may be asked to reschedule your appointment.

New Patient Appointment Requests – Synergy Family Physicians wants to provide you with the best care possible and to make sure we have all the resources to make your appointment successful. It is our policy to have all new patients complete an online form to request an appointment. You will be required to leave your name, address, phone number, date of birth, insurance information, a brief medical history and the reason you would like to be seen. Your information will be reviewed, and you will be notified within 5-7 business days of submission.

If you can't make it to your scheduled appointment, please call us at least 24 hours in advance. Last minute cancellations and missed appointments ("no-shows") will be charged a \$75.00 fee. For established patients, the limit for no-shows is three. After three no-shows for a patient or family, that patient/family may be discharged from the practice.

Work-Comp and Motor Vehicle Injuries – Due to the complexities of providing care for patients who have sustained a work or motor vehicle injury, we refer our patients to providers who specialize in the overall care and management of these claims.

After Hours Care – We provide 24-hour on-call care for our established patients, which can be accessed by calling our main office number. You will need to leave a message and our on-call provider will respond within an hour of your voicemail.

Phone Calls – All calls to our clinic go through our automated call routing system. That system will instruct you on how to be connected with the appropriate staff member. If you are trying to reach a

provider, your call will be routed to that provider via our triage line. If you get their voice mail, please leave a detailed message and your call will be returned. Non-urgent patient calls to providers may take one working day to return. Please understand that this may mean that you will receive a return call at the end of the day, depending on urgency. Please note if you leave a message after 4:00pm Monday-Friday you may not receive a call until the following business day.

Referrals – Most patients need to be seen by a provider prior to receiving a new referral or physician order. Please call our triage nurse or schedule an appointment.

Prescription Requests and Refills – If you are requesting a prescription for a medication that we have not previously prescribed for you, an appointment or video visit with your provider will be necessary in order to ensure your safety. If you are requesting a refill of a medication that we have prescribed for you, please contact your pharmacy to request the refill. They will then fax us the medication refill request. This written process helps to insure that there is no miscommunication regarding your medications. We recommend that you call at least three business days to insure that you don't run out of your medication.

If you have an appointment to discuss your medications, please bring them to your appointment, as well as a list of all other medications/dosages you are taking, so that your provider may review them with you and update your medication list.

Please be advised if you are on any controlled substance for chronic pain management you will be asked to sign a chronic pain management agreement.

Paperwork Requests (asking your provider to complete special paperwork/forms for you) – Due to the complexity of some paper we will need to insure accuracy so an appointment may be required. Please be advised the turnaround for time for completing paperwork can be 3-5 business days.

Retention of New Patient Medical Records – We recommend that all new patients arrange to have copies of their previous medical records transferred to our clinic. If we receive those records before you have come in for an appointment to establish care with one of our providers, we will store the records for you for up to six months.

Lab Results – Your provider will release your results via our patient portal. We will call you with an abnormal result or more complex result. If medication needs to be changed our triage nurse will call once the provider has reviewed all labs or any radiology that has been ordered. Please be advised that we generally do not mail out lab or tests results as they will be accessible online through our patient portal. Also, depending on the test performed some results are not available for 7-10 days.

Privacy – Our "Notice of Privacy Practices" describes our policies and responsibilities regarding patient privacy. We have copies in our lobby and on our website for your convenience. If you require a copy, it is available upon request.

Billing Policy - By choosing our small, independent practice, you will be treated as an *individual*, not a number as you would be in some large health systems. We pride ourselves on knowing and caring for our patients as individuals. We have the most affordable pricing, and recently were ranked one of the most affordable family medicine clinics in Minnesota. This means that for the exact same care or office visit at a large institution, you or your insurance company pays more to a large health system than to our small independent office.

For these reasons, please try to provide us with the most accurate insurance information so we can get your claim submitted to your insurance carrier correctly the first time. This allows us to keep your costs low, pay our hard-working staff, and keep our holistic family medicine care at its best.

Although Synergy Family Physicians accepts many insurance plans; we cannot guarantee that your insurance company will cover our services. Therefore, please check with your insurance carrier to confirm that Synergy Family Physicians is within your network. Each patient is responsible for verifying their individual benefits and coverage. Please understand that you may be responsible for any payment due (including co-payments, co-insurance amounts, and deductibles). **Co-payments are due at the time of service.** Failure on our part to collect this portion of the charges is considered insurance fraud.

Therefore, please help us uphold the law and make your payments.

Insurance companies require that we keep a current copy of your insurance card on file. If you cannot verify proof of medical insurance and/or active eligibility, we require your visit to be paid in full at the time of your appointment. You will receive a refund once you provide us with current insurance and payment has been received from your insurance company.

Private pay, out of network and uninsured patients are **required to pay at time of service.** We offer a discount when paying with cash, credit card, or check when your payment is received on the day of the visit.

If you recently have had a baby, we do require a \$75 refundable deposit at the first visit. Once insurance has been verified and payment has been received from your insurance company, a refund will be issued. Please note, if insurance has not been verified by the next appointment, you will be asked to pay in full at the time of that appointment.

If a patient has received a statement from Synergy Family Physicians, **the amount must be paid in full before a provider sees the patient for their next visit, or by the due date on the statement**, whichever is first. Delinquent accounts in excess of 60 days will be assigned to a collection agency or attorney. Any accounts not paid in full by 60 days will incur a \$20 service fee. When accounts are turned over to collections, the additional fees associated with that process will be added to your account balance, and no further appointments will be scheduled until this is paid in full.

Synergy Family uses Quest Diagnostics Laboratory for our lab testing. You may receive a separate statement from Quest for certain lab charges. Please contact Quest with any question you may have regarding your Quest Lab billing statement. Call 1-866-MY-QUEST (1-886-697-8378).

Thank you for choosing Synergy Family Physicians!