



Holvik Family Health Center Office Policy

- 1. Nurse Practitioners:** A Nurse Practitioner is a registered nurse with special training for providing primary health care, including many tasks customarily performed by a physician. **Physician Assistants:** A Physician Assistant is a healthcare professional who is licensed to practice medicine as part of a team with physicians. Dr. Holvik has Nurse Practitioners and/or Physician Assistants that work jointly with him on our provider team. They assist him in seeing our patients, and many of your appointments will be scheduled with our Nurse Practitioners and Physician Assistants. All of our Nurse Practitioners and Physician Assistants have been thoroughly trained by Dr. Holvik. The Nurse Practitioners and Physician Assistants work closely with Dr. Holvik and discuss all matters with him as needed. Dr. Holvik has confidence in their ability as well as skills and assures you of exceptional medical care when you are scheduled with them.
- 2. Share of Cost:** All deductibles and co pays are due at time of service. We DO NOT bill for co pays. You will be asked to reschedule if you are unable to pay for your deductible or co pay at time of service. All checks written are transmitted electronically. We accept cash, debit card, credit card, and personal checks as forms of payment. An appointment will not be able to be scheduled if there is balance on the account. Please contact our billing department if a payment needs to be paid. Our office DOES NOT accept Medi-Cal.
- 3. Missed Appointments:** There is an \$80 no-show fee for each missed appointment. Please let us know at least 24 hours in advance if you need to cancel or reschedule an appointment in order to avoid the \$80 charge. If you need to cancel a Same Day appointment, we require a 2 hour notice in advance to avoid the \$80 fee. Three no-shows will result in an automatic discharge from our practice.
- 4. Late Appointments:** If you are late to your appointment, then you are also subject to an \$80 fee and will be asked to reschedule your appointment.
- 5. Medication Refills:** In order to expedite your prescription refills, we ask that you call your pharmacy directly with your request. You may also leave a message with our nursing staff; however, we do require 24-48 hours to contact your pharmacy with your request. If you receive a prescription during your office visit, we will send the prescription electronically to the pharmacy of your choice. A written prescription is also available per your request.
- 6. Triplicate Prescriptions:** A prescription for a controlled substance (Percocet, Adderall, Methadone, etc) is also known as a Triplicate. There is a \$10 fee for triplicate prescriptions, unless the prescription is received during an appointment.
- 7. Test Results:** Please DO NOT call in for test results. We cannot discuss any test results over the phone. You may either schedule a follow-up appointment to discuss these results with one of the providers or you may request to pick up a copy of the results at the front desk.
- 8. Medical Records:** If you would like to release or request your medical records to or from another doctor, then you must fill out a medical records release/request form available at the front desk. There is no fee for transferring records to another doctor or facility. However, if you would like a hard copy of your medical records for your own personal use, then there is a \$25 fee.

9. Insurance: As a courtesy to you, our billing department will submit your medical claims to your insurance company. You are responsible for calling your insurance with any issues or questions pertaining to your insurance plan. Also, you must have your insurance card available at ALL appointments. You may be asked to reschedule if you are unable to present your insurance card. You are also responsible for updating any new insurance information.

10. Referrals: Most referrals take one week for authorization and scheduling for you. Please allow 7-10 business days before calling our office to check the status of a referral.

11. Form Fees: All forms filled out by the providers are subject to a \$25 form fee, including EDD, FMLA, and DMV.

12. Courtesy: We ask that you are courteous of all staff members as well as other patients. We have zero tolerance for rudeness, profanity, or any other form of harassment. These actions can lead to dismissal from the practice.

13. Pet policy: Pets are not allowed in our office at any time.

14. Please be advised: If you have not been seen in the office for 3 or more years, you will be considered a new patient to the office. To maintain your patient care and active status please schedule your annual physical.

Print Patient's Name

Signature

Date