**Red River Family Practice Policies**

We are pleased that you have chosen Red River Family Practice for you healthcare needs. The Physicians and staff are here to help in any way possible. Please take a moment to review and initial the following office policies. If you have any questions, please let our front staff know, call the office at 512-476-6555, or send us a message through the Patient Portal.

**Appointments**

**\_\_\_\_\_ Late Arrival**: Please arrive to your appointment 15 minutes prior to your appointment tine. If you are more than 15 minutes late from your appointment time, you will be asked to reschedule.

**\_\_\_\_\_ Late Cancellation/No Show:** We require a 24 hour notice for cancellations and reschedules. Late cancellations, reschedules, or No Shows are subject to a $30 fee.

**Fee for Service**

**\_\_\_\_\_\_ Health Forms:** Forms completed outside of an appointment are subject to a $30 administration fee.

**\_\_\_\_\_\_ Digital Treatment:** Patient Portal messages that require a Physicians evaluation is a billable service. You will be responsible for any fees not covered by insurance.

\_\_\_\_\_\_ **After Hours:** After hours care that requires a Physician’s evaluation is subject to a $30 phone charge or an Evaluation and Management charge to your insurance plan, which may be subject to a copay or deductible.

**Communications**

**\_\_\_\_\_\_ Calls/Voicemails/Patient Portal:** Clinically trained medical staff answers calls, checks voicemails, and responds to portal messages in between scheduled patient appointments throughout the day. All messages are responded to in order of priority/urgency. All non-urgent inquiries may take up to 48 hours for a response.

**Prescriptions**

**\_\_\_\_\_ Refills:** Please allow up to 48 hours for a prescription refill.

\_\_\_\_\_ **Prescription Transfers:** Medication transfers should be requested by the pharmacy, if a medication transfer is completed by a physician or staff member, it is subject to a $30 administration fee.

\_\_\_\_\_**Medication Change/New Medicine:** All medication changes and new prescription requests require an in office appointment with your physician.

**Lab Services**

**\_\_\_\_\_ Reference Lab:** Our primary lab, Quest Diagnostics, is conveniently located on site. A lab appointment is required for all labs drawn on site.

**\_\_\_\_\_ Denied Lab Claims:** If you have any questions regarding a bill received from an outsourced entity/lab, you will need to contact that entity/lab directly for assistance with that bill.

\_\_\_\_\_ **Results:** You will receive notification via Patient Portal or phone of your lab results within 5 days from the date received. Urgent results will be notified when received.

**I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have read and agree to the above policies.**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**