



OFFICE POLICIES AND PROCEDURES

Thank you for choosing Acadia Total Health for your medical needs. Our providers are committed to your health and well-being. Please take the time to review our policies and procedures that will be followed in this clinic.

APPOINTMENTS:

- For SICK/ACUTE appointments, please call ASAP for us to accommodate you with an appointment as early as our schedule allows. We will make every effort to schedule same day.
- Please provide any changes to your address, contact numbers, or insurance

Late arrivals/Cancellations/No Shows:

- Late arrival, considered 15 min or more past your appt time, may result in rescheduling of your appointment
- Call to reschedule if you are unable to keep an appointment
- **A \$25 fee will be charged for a no-show.** 3 No-shows may result in dismissal from clinic

PRESCRIPTION REFILLS:

- Refill requests for routine medication should come from your pharmacy
- Staff regularly fills prescriptions; therefore we request that you check with your pharmacy before calling the clinic
- You are required to maintain regularly scheduled office visits to receive medication refills
- If a Prior Authorization is required by your pharmacy for your prescription, allow 10 business days, as this is a lengthy process.

DIAGNOSTIC RESULTS:

- Priority of results calls is decided on severity of results, which may cause a delay in normal results calls.
- Please note that some abnormal lab flags are actually acceptable ranges
- On occasion, an appointment will be scheduled to review diagnostic results

COMPLETION OF FORMS:

- **We will not accept Blank Forms. You must have completed your portion of the form before leaving for provider**

- **Forms that require current medical information will require an office visit before completion**

ACCOUNT PAYMENTS:

- Self-pay/cash-pay patients are required to pay at the time of service
- Deductible, co-pay, or co-insurance payments are due at time of services for patients with insurance coverage

AFTER-HOURS CARE:

- In the event of an emergency, please call 911 or go to the nearest Emergency Department
- For non-emergency needs, utilize our voice message system, which we will address on the following business day

CONTROLLED SUBSTANCES:

- *Controlled substances, such as narcotics, tranquilizers, and barbiturates are very useful, but have a high potential for misuse. They are intended to relieve pain and specifically improve function and/or ability to work, not simply to feel good. The use of controlled substances used for longer than 12 weeks are prohibited by law to be managed by anyone other than a pain management specialist. Therefore if you are requiring the use of these controlled substances after 12 weeks, you will be referred to a pain management physician.*
 - Current law mandates that these medications only be prescribed for 1 week at a time. Refills will result in office visit.
 - Stimulants such as medications for ADD and Weight Loss will be given to appropriate patients on a month-to-month basis, appt is required for refill
 - Routine drug screens, which are required by law, will be implemented when controlled substances are prescribed