

# PARKVIEW INTERNAL MEDICINE

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These policies at **Parkview Internal Medicine** are designed to make the care we provide more streamlined, efficient and patient-centered for you.

## 1. APPOINTMENTS

To accommodate everyone's needs, we offer appointments days, weeks or months in advance as well as same day scheduling. If you have an urgent need please call us and we will get you in as soon as possible.

## 2. LATE/ NO SHOW POLICY

We pride ourselves on taking your time seriously and hope you will do the same for us. If you are running 10 or more minutes late, we will have to reschedule you to a different day. We do ask that you call at least 24 hours in advance if you cannot make your appointment. After your 3<sup>rd</sup> No Show appointment we can dismiss you from the practice.

## 3. MEDICATION REFILLS

- If possible, it is best to get refills during your regular office visit. For your convenience we can e-prescribe or fax your prescriptions directly to your pharmacy.
- We encourage patients to contact their pharmacy for refills or use the Patient Portal to request refills.
- Please allow our office 72 hours to complete the refill process.
- Please note that no prescription refills, routine OR controlled substances are done after hours or on weekends.
- If your medications need prior authorization, please note this may take 5-7 business days for processing.

## 4. AFTER HOURS CARE

If you have an emergency, please call 911 or go directly to the nearest emergency room. For less urgent medical concerns please call our answering service at (602) 433-3419 and the on call Provider will respond. Routine calls, such as, medication refills or referrals will be handled during regular office hours.

## 5. GROUNDS FOR TERMINATION OF THE PATIENT-PHYSICIAN RELATIONSHIP

A physician may terminate a relationship with a patient by giving 30 day notice, during which the physician is responsible only for responding to urgent medical matters. We will reserve this action for patients who demonstrate repeated non-compliance with medical advice, missing multiple appointments, failing to pay their balances, disregarding the stated policies of the practice or acting in a way this is deceptive, dishonest or abusive.

## 6. REFERRALS/ PRE-CERTIFICATIONS

If you need to see a specialist, your insurance company may require a referral. It is your responsibility as the patient to determine if your insurance requires a referral, to verify that the specialist is on your plan and to obtain a referral from our office before visiting the specialist. New referrals require an office visit for documentation of medical necessity. Referral requests require one to two weeks' notice before your visit with the specialist.

## 7. DISABILITY FORMS/ WORKMANS COMP.

Dr. Dhupati will not sign **ANY** forms for Disability Claims or Workman's Comp.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_