



## FVCC Office Policies

We would like to thank you for choosing Fox Valley Care Center as your patient-centered medical home. We have written this document to keep you informed of our current office policies.

Office Hours: Our clinic is open: Monday and Tuesday 8:00am - 7:00pm  
Wednesday 7:30am - 12:30pm Thursday 10:00am - 6:00pm Friday, 8:00am – 4:00pm

Appointments: **We see patients by appointment only.**

**After Hours and Emergencies:** For a serious emergency call 911 right away. If you are not sure and you call our office, please be sure to tell the person who answers the phone that it is an emergency. After hours you will reach our answering service. They will page the provider on call.

**Urgent Need or Sudden Illness:** We have a limited number of same day or “work-in” appointments available every day. These spots fill up quickly and are worked into the schedule, so there may be a longer wait before you are able to see the physician. You are expected to arrive at the time given by the appointment scheduler. This visit type is for urgent sickness only and we ask that you remain focused on that concern during this appointment. We can schedule an appointment for you at a later date to discuss any other concerns you may have.

**Cancellations:** Please call within 24 hours if you are unable to keep your scheduled appointment. This allows us to provide that time slot to another patient. If notice is not received, there will be a no-show fee applied to your account for \$35.00.

**Arrival After Appointment Time:** Any patient that arrives greater than 10 minutes past their scheduled appointment time may not be seen by the physician. ALL appointments are scheduled to ensure we can provide exceptional care to our patients. Though an appointment made may require a wait, we ask that you are here at the time we stated when scheduling the appointment.

**Running on time:** We know your schedule is busy and that your time is valuable. Please let us know if you have waited more than 30 minutes so we can double check to see if you have been properly checked in. Remember that we are running several different schedules. If someone who arrived after you is called before you, they might be on our lab schedule or seeing a different provider.

**Treatment of Minors:** Patients under the age of 18 must be accompanied by a responsible adult and have written permission, for treatment, from a parent or guardian.

**Lab Work:** Some lab work is point-of care testing that we do in our office-like glucose tests, urinalysis, and hemoglobin A1C's. These tests are drawn by one of the medical assistants. Other lab work we send out to a reference lab. Usually this blood is drawn by the phlebotomist who is employed by the lab. In some situations, insurance company requirements dictate that a patient utilize a specific lab for their testing. If your insurance requires a specific lab, make sure you tell us every time.

**Labs Ordered by Other Physicians:** As a convenience to our patients, we will draw lab work which has been ordered by specialist physicians. If your specialist wants blood tests, but cannot draw them in his/her office, please make sure they complete an order, using appropriate diagnosis codes, for you to bring to our lab. If the lab tests are very specialized, we may refer you to the hospital for completion.



## FVCC Office Policies

**Complete Physical Exams:** We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health. However, insurance benefits vary. Some policies cover “wellness” and others cover visits when you have a complaint. Please learn about your benefits prior to your appointment so you will know what is covered by your insurance plan.

### Prescriptions and Refills:

- The best time to get a prescription refill is at your appointment.
- If you need to call for refills, don't wait until you have run out. Most refills require the doctor's approval and can take 24-48 hours to be completed. If your doctor is out for the afternoon, it may be the next day (or Monday) before it can be authorized.
- Some medications have potential side effects that must be monitored. We require check-ups every 3 - 6 months for these medications. Be sure to keep those follow-up appointments.

**Referrals:** Referrals are handled by our Referral Dept. Sometimes this can be done on the same day as your appointment and sometimes it can take 5-7 days, depending on your insurance and/or the urgency of your situation. Someone will contact you as soon as the referral authorization is obtained. When you receive the referral from our office you will have all the information needed for your specialist appointment.

**Dismissal:** If you are “dismissed” from the practice it means you can no longer schedule appointments, with any provider, get medication refills or consider us to be your doctor. You have to find a doctor in another practice.

### Common Reasons for Dismissal

- Failure to keep appointments, frequent no-shows
- Noncompliance, which means you won't follow physician instructions about important health issues
- Abusive to staff
- Failure to pay your bill

### Dismissal Process

We will send a letter to your last known address, via certified mail and regular mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on the letter, we will see you. After that, you must find another doctor. We will forward a copy of your medical record to your new doctor after you let us know who it is and sign a release form.