



## East Valley Family Physicians OFFICE POLICIES

Please carefully read each statement below and sign to indicate understanding of EVFP policies.

1. **PRESCRIPTION REFILLS:** Contact the pharmacy for refills on any medication at least one week prior to your last dose. All prescriptions including narcotic medication are sent electronically throughout the day.
2. **LABS, X-RAYS & SPECIAL TESTS:** Please allow up to 7-10 business days for a results to be posted to patient portal or called back. Significant abnormal results will be called to patients immediately after **Doctor Review**. Patients should always hear from us on any test results, whether it is **by patient portal or phone**. Please do not assume your tests are normal if you do not hear from us. Call and leave a message if you have questions, and we will contact you.
3. **LAB REQUISITIONS (orders):** Any patients with a lab request from a specialist, must go to the appropriate lab to have their blood drawn. **WE ARE NOT A DRAW STATION! If lab is to be drawn in our office, a lab appointment is required. Lab hours are 7:00-5:00 p.m. Monday-Friday**
4. **REFERRALS:** It is your responsibility to make sure specialist are in network. Please notify our office immediately prior to your appointment with the specialist's information to complete the referral. If you go without your referral, you may be responsible for bill. Prior authorizations for medications, etc. are done online. Insurance companies have a turnaround time from 72 hours up to 10 business days.
5. **MESSAGES/CALLBACKS:** Messages for a provider, can sent through patient portal or by calling our main number. Calls are prioritized and called back within 24 for urgent and up to 72 hours for non-urgent.
6. **FORMS:** All patients needing forms to be completed **must** make an appointment with their provider at our office, and bring the forms to be completed to their appointment. **You will be charged for these forms to be completed FMLA \$50.00 and Disability forms \$50.00 in addition to your co-pay.**
7. **SPORTS PHYSICALS:** Sports physicals are required to pay a \$75 fee to cover the cost of your co-pay and form completion fee. Please bring your child's sports physical form from their school, along with their immunization records to their appointment. Should you forget the form, you will need to drop it off and we will call you when the form is completed, for you to return and pick it up.
8. **CO-PAYS/DEDUCTIBLES/PRIOR BALANCES:** All co-pays, deductibles, and prior balances will be collected at time of check in. You have agreed to this arrangement by virtue of your health plan. We accept Debit Card, MasterCard, Visa, checks and cash. Small bills are greatly appreciated. Any co-pays not taken care of at the end of the business day, are billed an additional \$15.00 fee. Any patient who makes a co-pay but has an outstanding balance, the co-pay will be applied to your outstanding balance, in order to keep you out of collections.
9. **MEDICAL RECORDS:** All patients/legal guardians must sign an EVFP disclosure form. Record Reproduction Service (RRS) scans all records. If you have any questions, regarding their fee schedule, please call them at 480-393-8103
10. **MISCELLANEOUS:** **If you are late for you appointment, you may be asked to reschedule. If you do not call to cancel your appointment 24 hours prior to the appointment, you will be charged \$50.00.** Should our Dr. on Call give you after hour's medical advice, or a phone consultation, you may be billed. New patients must present a photo ID for their chart, for identification purposes. **Insurance card and driver's license are required at every office visit.**

I have read and received a copy of EVFP Office Policies and agree to follow them.

---

Patient's Signature

---

Patient's Name Printed/DOB

---

Date Received

April 4, 2018