

Office Policies

Chronic Pain Medication - As an office policy, Dr. Parker and Dr. Bullard do not manage chronic pain and do not prescribe narcotics for chronic pain. We will be happy to manage the other aspects of your health and wellness as well as refer you to someone else to help you in this matter.

Referral Policy - 48 hours notice is required for referrals to allow for proper preparation. Referrals are not guaranteed when less than 48 hours notice is given. You also will be responsible for providing the name of the specialty doctor and your diagnosis at the time of the referral request. Referrals can be requested online or by phone. **Retroactive Referrals** cannot be issued so please get your referral prior to your specialty appointment.

Prescription Refills - At the time of your visit, Dr. Bullard or Dr. Parker provided enough refills to last until your next appointment. Doing this allows for proper followup and good care. However, if you find yourself in need of a refill please contact the office. When contacting the office for a prescription refill by phone or online, the correct name of the medicine, dosage, and instructions on how you are taking the medicine must be provided. Pharmacy information including the pharmacy name, phone number, address, including zip code is also necessary for completion. Please allow 48 hours for processing of prescriptions as this takes significant time and effort. Prescription refills will not be called in to pharmacies outside of normal business hours, including weekends and evenings after the office has closed.

Physician Emergency On Call Policy - **If you are have a serious medical emergency please call 911 immediately or to go the Emergency Department. Because of the increased risk of missed diagnoses, delay in treatment, and possible serious medical consequences of treating patients over the telephone, the on call physician will, in the majority of cases, not provide any medical treatments or prescriptions over the telephone.** This is in accordance with the policy of The American College of Emergency Physicians that advises against providing any diagnoses or treatment recommendations by telephone. If you wish to make an appointment, have prescriptions refilled, obtain x-ray or lab results you will be required to contact the office during normal office hours. Prescription refills will not be called in over the weekend or when the office is closed. It is the patient's responsibility to monitor his or her supply of medication and request refills at least 48 hours before needed. **Again, in the case of a true life-threatening emergency call 911 or seek treatment at the nearest emergency room.**

10 Minute Late Policy - We care about our patients, and we know your time is valuable. Out of respect for our patients we try our best to be on time. Please respect your time, other patients' time, and our time by arriving 15 minutes prior to your scheduled appointment times. This allows time to update forms and for the nurse to get you back on time. If you arrive 10 minutes or later for your appointment, you will be asked to reschedule. An appointment may be available later the same day. We reserve the right to charge a \$25.00 fee for being late to an appointment. Patients with three or more late appointments may be dismissed from the practice.

Same-Day Appointment - We make every effort to see our own patients for acute illnesses and minor injuries. There is no need for you to go to an urgent care during our office hours. We reserve spots for acute same-day visits. Please call for an appointment.

Payment is expected at the time of service. The co-pay is agreed upon by you and your insurance carrier.

Form Completion - Patients requesting the completion of forms outside of normal expectations *may* be required to pay a \$10 completion fee per form given the amount of time required to properly complete them. Daycare, camp, school, sports forms and immunization record forms that need to be filled out by a nurse can be left at our office for completion and then picked up in 2-3 days. If a self-addressed, stamped envelope is provided, we will mail the form to you or the facility. Some forms can also be faxed to the facility. Parents -- please read the requirements for physicals on camp and sports forms. Some forms specify that the child have a physical exam every 12 months. If you need a form filled out, and it indicates the need for a physical exam within the last year, we cannot sign the form unless your child has had a complete physical exam within that time period. Note: If you need a form filled out the same day, we are happy to accommodate, but there will be a \$10 rush fee. Simply bring the form to our office, with your payment, let us know it is a rush form, and we will get it done by the end of the business day.

No Show Policy - Again, we care about our patients and their time. Patients who schedule appointments but fail to show up are documented as "no shows." We understand that things happen and some circumstances will not allow you to get to the doctor's office. We ask that you please call 24 hours prior to your appointment time if you are going to be unable to make it. If you do not have 24 hours notice, please call as soon as you are aware that you will be unable to make your appointment. Patients who "no show" for their appointments (without 24 hour notice) may be charged a \$25.00 fee. Patients with three "no shows" for any appointment type may be dismissed from the practice.

Patient Termination Policy - Although it is an infrequent occurrence, a patient may be terminated from the office for any reason and given 30 days to locate another medical office for their continued care. Patient termination is at the discretion of Dr. Bullard and/or Dr. Parker. Common reasons for termination include, but are not limited to, use of foul language, repeated disregard for recommended therapy, abuse of medications, abusive behavior of staff, physicians, visitors or other patients.