



PARTNERS IN CARE RESPONSIBILITIES OF PATIENTS AND STAFF

Arriving on time to appointments:

- We are working hard to stay on time during the day and we request patients arrive 15 minutes prior to their scheduled appointments. Failure to arrive on time will result in delays for other patients being seen that day.
- We will do our best to accommodate late arriving patients as time allows. If you arrive more than 15 minutes late for your appointment, the staff will check with your doctor to see if his/her schedule will still allow time for you to be seen. If you are unable to be seen at that time we will offer you another time that day, if available, or help you reschedule your appointment to a more convenient time.
- Due to the unpredictable number of urgent and emergency patients that are added on to the Health Care Provider's schedule during the day, they will sometimes run behind. If you are unable to wait due to other commitments, please let our front desk staff know and we will do our best to have your appointment completed in time for your other activities.

Phone calls:

- Every effort is made to return phone calls within 24-48 business hours, depending on the urgency of the call. If you do not receive a return call within that time frame, please call us back for assistance. If your call is an emergency or you need immediate care/advice, your call will be answered or returned quickly. For life threatening emergencies, we ask that you call 911.
- Our goal is to answer all of your questions as soon as possible, but your specific provider might not always be available on the same day. Please understand that multiple calls to different departments may increase the time it will take to get back to you. To avoid this situation, it is best for you to make a list of your concerns or problems so that when you call the office, we can answer all of your questions during the same call. We will contact you as soon as we have answers to your questions. If for some reason there will be a delay, you will be notified. Please be aware that some questions cannot be fully addressed over the telephone and may require an appointment.
- The office staff members are willing to do their best to help you in any circumstance, but at times the help they can provide is limited. Verbal abuse of employees to include the use of foul language, raising your voice or threatening the staff while on the phone, is not acceptable. After a warning, if the behavior continues, the call will be discontinued and your Health Care Provider will be notified of the behavior and you may be dismissed from the practice.

Insurance Information:

- Many insurance companies require that you have a referral from your primary care provider for visits with our specialists. They have made it your responsibility to obtain the referral. Please make sure you have a referral for your visit. If you are not sure if you need a new referral, our staff will be happy to assist you with this information.
- We will try to accommodate you as much as possible, but, if you have not obtained a referral, you may be rescheduled to a future date and time, giving you time to speak with your primary care provider about the referral.

- Insurance co-payments are expected to be paid at the time of the visit. Method of payment can be made with cash, check or credit card. Most credit cards are accepted with the exception of American Express.
- Please bring your most recent insurance card with you for every appointment.
- For security purposes, you will be asked to produce your insurance cards, a photo ID and have your picture taken.

Medication refills:

- Most medication refill requests can be completed within 24 hours. However, we ask that you provide us with 72 working hours notice to refill all medications. This means you may need to call prior to taking your last dose in order to ensure your medication doses are not interrupted. The request needs to be reviewed by the Health Care Provider, which takes at least one day.
- Most of our prescription refills can be processed electronically, even for mail order plans. However if you require a written prescription to be mailed to you, please be aware that we request a 5 day notice to complete the refill. This allows time for postal processing. Please specify the pharmacy to be notified for your prescription.
- Controlled substance prescriptions must be picked up in person and with a photo ID. If mailing of these prescriptions is required, there is a fee for this service. Controlled substances will not be filled on weekends or by the on-call physician.
- For your safety, we ask that you bring your pill bottles to all appointments so that the medications can be checked for accuracy.
- The Direct phone numbers for prescription refills are:
- Internal Medicine – Drs. Hayes, Adams, Kase, Schaeffer. CRNP: Jesiolowski, Gehenio.
PA-C Poltersdorf - phone 717-273-6706 ext 190.
- Rheumatology – Drs. Trostle, Kantor, Gutierrez, Gallagher – Phone 717-273-6706 ext 190
- Nephrology & Endocrinology – Drs. Lee, Joffy, Mohammed. CRNP, Gray –Ph - 717-273-9617

Disability/FMLA or completion of other forms:

- Unless there are unforeseen problems, we should have your forms completed in 7-10 working days. The forms will be completed and will be ready to be mailed or picked up within that time frame. Please take this into account when bringing or sending forms to the office. (It is better to drop the forms off instead of having them mailed to us). There may be a fee for these forms to be completed.
- Please have your portion of the form completed, including signatures if necessary, before leaving it with us. Due to the time it takes, the office policy is not to complete forms during the appointment time. Some exceptions to this policy may be made, but it is the decision of the provider and only if time allows.
- When leaving your form, please attach a note if you want the form mailed to or picked up by you. Otherwise, we will mail it to the address on the form. Include the return mailing envelope if one has been provided to you. Please also notify us if you would like a copy of the form before it is mailed.

Respect for each other:

- We promise to provide care in a professional manner. You have the right to receive care in a safe setting and to be free from all forms of abuse and harassment. If at any time you feel this has not been the case, please ask to speak to the Department Manager. Please remember, the office personnel have the same right in the workplace. Verbal abuse and/or harassment of staff will not be tolerated in the practice and anyone who displays these behaviors risks being dismissed from the practice.
- The office staff members are committed to your visit being a positive experience and to ensure your comfort while you wait for your Health Care Provider. If you feel you have waited too long, please open your door and request staff to update you as to the status of the wait time.
- If you have concerns about your treatment in the clinic, you may ask to speak to a Department Manager who will help to resolve the issue.

WE APPRECIATE YOUR PARTICIPATION IN YOUR CARE!