



## **OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS**

Thank you for choosing *Alexandria Family Practice*. We are pleased that you have chosen to seek care with us. The staff at *Alexandria Family Practice* strives to exceed expectations in care and service in order to make your experience with us comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. In order to do so we implemented an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. Please feel free to contact us office (540.675.4715) if you have any questions regarding our policies.

### **OFFICE HOURS**

Our hours of operation of care are Monday and Tuesday 1:00pm to 7:00pm and Wednesday to Friday 8:00am to 5:00pm. The Doctor will reach out to you in case of emergencies or for COVID-19 test results. **If you need appointments, prescription refill or test results, please call during regular business hours.**

### **WALK-INS**

Due to high volume of appointments, **WALK INS** are only available when patients are seeking urgent medical care or only when times are available for that day. Patients are strongly encouraged to call ahead.

### **APPOINTMENTS**

To ensure timely continued care, we encourage patients to schedule appointments in advance of follow up due dates. When calling for an appointment, please provide your name, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information. While we strive to schedule appointments appropriately, emergencies can and do occur in Primary Care. We strive to give all our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date.

To ensure quality care, *Alexandria Family Practice*, does not treat patients we have not seen (i.e., we will not call-in prescriptions or offer medical advice for patients prior to their initial visit). Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed together, so an effective and appropriate plan for your healthcare can be determined. **You also have the option to schedule online on our website [www.alexandriafamilypractice.com](http://www.alexandriafamilypractice.com)**

**We are currently scheduling appointments for: preventative health visits, physicals, pap exams, chronic medical conditions, prescription renewals and sick visits.**

### **CANCELLATION & RESCHEDULING OF AN APPOINTMENT**

In order to be respectful of time and medical needs of our patients please be courteous and call *Alexandria Family Practice* promptly if you are unable to attend an appointment. **If more than two appointments are canceled or rescheduled less than 24 Hours, future appointments will not be made.** If it is necessary to cancel your scheduled appointment, **we require that you call 24 hours in advance.** Appointments are in high demand, and your early cancellation will give another person the ability to

have access to that time slot. Prepaid amounts will be non-refundable and be transferred as a credit for next appointment schedule.

### **NO SHOW POLICY**

A “no show” is someone who misses an appointment without canceling it within one (1) business day in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”. An administrative fee of \$50.00 will be billed to your account.

**\*\*Please note that No-Show charges are patient responsibility and will not be billed to your insurance company.**

### **PAYMENTS**

*Alexandria Family Practice* accepts cash, MasterCard, Discover, Visa and American Express. It is the policy of *Alexandria Family Practice* to make all reasonable attempts to collect outstanding balances should they accrue, including, convenient payment arrangements. Following these attempts, accounts in poor standing will be outsourced to a third party for the purpose of collection.

### **FORMS/LETTERS**

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at *Alexandria Family Practice* will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming, please allow 2-5 days for completion of requested forms/letters.

### **MEDICAL RECORDS**

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. All patients can request a copy of their medical records at a cost of \$1.00 per page. The law allows Medical Offices 30 days to complete requests for records. However, our medical records department puts forth every effort to respond to these requests in a timely manner

### **PRESCRIPTION REFILLS & PHARMACY INFORMATION**

Please inform Alexandria Family Practice of which Pharmacy you use and update us if this should change. Please allow one to two business days for refill requests. We encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed.

**Patients are encouraged to use the Healow app on their smart phones to request refills or schedule an appointment.**

**Please note that we do not fill Narcotic Medications or order Antibiotics over the phone. Our Practice does not routinely order Narcotic Pain Medicine; therefore, you may be required to obtain these medications through Pain Management.**

