



## OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS OFFICE HOURS

Our office is available Monday-Thursday 8:15am to 5:15pm, Friday 8:00am to 2:00pm and may be reached at 860-222-0949. Our Providers are available "after hours" 24 hours per day/365 days per year by calling our phone number and following the prompts. **If you need an appointment, prescription refill or test results, please call during regular business hours.**

### APPOINTMENTS

Whole Self Wellness is committed to providing quality care to our patients. 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, Whole Self Wellness, 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). Your initial appointment is quite extensive as we strive to get to know you and your medical needs. Initial appointments do not typically include a comprehensive wellness exam (a physical). This will be carried out at a different time. 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.

**New Patients** we ask to show up **15 minutes** prior to your appointment with all your paperwork sent to you completed. If you show up late to your appointment, without all the forms completed we have the right to reschedule the appointment.

### CANCELLATION OF AN APPOINTMENT

In order to be respectful of the medical needs of our patients please be courteous and call Whole Self Wellness promptly if you are unable to attend an appointment. This time will be reallocated to another patient who needs treatment. This is how we can best serve the needs of all our patients.

If it is necessary to cancel your scheduled appointment, we require that you call one (1) working day in advance. Appointments are in high demand, and your early cancellation will give another patient the ability to have access to timely medical care.



### **NO SHOW POLICY**

A "no show" is the term we use when a patient misses an appointment without cancelling it within one (1) business day in advance. Unfortunately, "No-Shows" inconvenience those patients 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. You will be sent a letter alerting you to the fact that you failed to show for a scheduled appointment and did not cancel the appointment within one (1) business day in advance along with the bill for the administrative fee. A copy of the letter will be placed in your medical record. Three (3) "no-shows" within one (1) calendar year will result in a temporary suspension of services. In order to reinstate services, you will be required to meet with your Primary Care Physician within 30 days of the third no show letter to evaluate your situation. In the event you do not respond and/or schedule an appointment within 30 days, we will consider your patient status as terminated.

*Please Note: No-Show charges are patient responsibility and will not be billed to your insurance company.*

### **OFFICE CLOSINGS DUE TO WEATHER OR OTHER CIRCUMSTANCES**

If our office is closed due to weather conditions or other circumstances beyond our control, the following procedures are used to inform our patients:

- If you are scheduled for an appointment, you will receive a telephone call.
- You will receive a text regarding office closures

### **INSURANCE**

- Whole Self Wellness accepts most insurance plans. If you have specific questions regarding your insurance, please contact the office at 860-222-0949.
- It is patient responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment.
- All patients will be asked to present their current insurance card at each appointment. Failure to have your card could delay your appointment, and it will be the responsibility of the patient to provide proof of coverage.

## **PAYMENTS**

-Patients are responsible for co-pays at time of service.

-If applicable, you will be billed for services not covered by your insurance (as stated in your insurance contract) by our billing department.

Whole Self Wellness accepts cash, personal checks, MasterCard, Discover, Visa and American Express. Checks can be made out to Whole Self Wellness.

- It is the policy of Whole Self Wellness 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.

## **PRESCRIPTION REFILLS & PHARMACY INFORMATION**

- Please inform Whole Self Wellness of which Pharmacy you use and update us if this should change. Please allow two to three 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.

- Please note that we do not fill controlled 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 a Pain Management specialist.

## **CONFIDENTIALITY & 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 one time, free of charge. Additional copies may be requested at a cost of \$0.75 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.

## **COMPLETION OF FORMS/LETTERS**

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at Whole Self Wellness will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming, please allow 5-7 working days for the completion of any forms, prior authorizations, or letters. Please be aware that any form brought by the patient to be completed may need a visit. There is a standard fee for any form completion including FMLA. This amount is per form and based on the number of pages per form. This amount is due at the time the forms are submitted to our office. We do not charge for prior authorizations.

### **OUR PATIENT PORTAL**

As a means of ensuring timely communication with our patients, we strongly encourage you to sign up for the *Patient Portal*, which can provide a quick and easy method for reviewing information, entering and updating medications, etc. As a new patient, you will receive instructions on how to sign up for the *Patient Portal*. If you have questions or need assistance, please feel free to speak with a member of our reception team.

### **ADDITIONAL INFORMATION**

If you have further questions or need additional information about our services, please feel free to call our office at 860-222-0949 and/or visit our Facebook or website at [WholeSelfWellnessCT.com](http://WholeSelfWellnessCT.com)

