



*Painted Rock Family Medicine*  
*Balanced Healthcare for a Balanced Life*

## **Policies and Procedures**

Providing Balanced Healthcare for a Balanced Life along with excellent service at every visit is our top priority. We welcome you to Painted Rock Family Medicine and are pleased you have chosen us as your healthcare partner.

### **Scheduling Appointments**

- Please notify the office of cancellations withing 24 hours. Failure to do so may result in a fee.
- Notify the scheduler of all medical issues needing to be discussed. In some cases, an additional appointment may be needed to address multiple problems
- We will always try to schedule you with your primary care physician, but depending on urgency and availability, we may need to schedule you with another provider.
- Please bring your insurance card and photo ID to every appointment.

### **Prescription Refills**

- Allow 24-72 hours for refill requests.
- Call your pharmacy to request prescription refills even if you have no refills available.
- Prescription refills will not be handled after hour by the on-call physician.
- Please call the office for controlled substance prescriptions as they need to be picked up in the office and scheduling of an appointment may be necessary.
- No controlled substances will be prescribed after hours or on weekends.

### **Referrals**

- Call the office to request a new referral. For all referrals to be approved, you must have first been evaluated for the condition or diagnosis by your PCP.
- The referral process can take up to 5-10 business days. If you have not received notification after 10 business days, please call (303) 214-0333 to check on the status.
- Completed referrals will be mailed to you and faxed to the specialist office.

### **Lab and Pathology Bills**

- Billing for laboratory and pathology is handled outside of Painted Rock Family Medicine. You may receive an invoice from one of the below facilities if testing was done during your appointment. Please contact the appropriate facility with any billing questions for these services.
  - Labcorp: (303) 792-2600
  - Quest Diagnostics: 1-800-366-7577

### **Test Results**

- Most test results are available within 48-72 hours.
- Contact Painted Rock Family Medicine if you have not received your test results within 1 week.
- Test results will be available through the patient portal within 72 hours after your provider has reviewed them.
- A follow up appointment to discuss your results may be necessary.

### **After-Hours Emergencies and Calls**

- If you have a concern or question that cannot wait until regular business hours call the office and you will be given the option to speak with the on-call provider.
- Please note: the on-call provider will not refill prescriptions or make appointments.

***If you are having a life or limb threatening emergency, please call 911.***



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**Finances**

- As a courtesy, Painted Rock Family Practice will bill your insurance. We encourage you to verify your coverage before having any type of office visit, lab, imaging, or other medical testing or procedure.
- Insurance coverage is constantly changing so never assume something that was previously covered will still be covered. It is always best to check your insurance before receiving care.
- Please bring your insurance card and a picture ID to every visit and be prepared to pay your copay at the time of service.
- If you are unable to keep your appointment, we ask that you cancel at least 24 hours prior.
- Patients with no insurance will not be turned away, we have special pricing for self-pay patients.
- If you have any questions about your bill, please contact Painted Rock Family Medicine.

I have read and understand Painted Rock Family Medicine Policies and Procedures,

Name (printed): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_