



Office Policies

WELCOME TO OUR PRACTICE! Thank you for selecting First Street Family Health for your healthcare needs. In order to help you clearly understand our policies and services, please read the following document.

Office Hours Mon-Thurs 8 AM – 7:30 PM; Friday 8:00 AM-5:00 PM and Saturday 8:30 AM- noon. Protime Clinics are Tuesday thru Thursday 9 AM-12 PM. Blood draws Mon-Fri 8 AM-10:30 AM.

Appointments: We see patients by appointment only. Same day appointments are usually available for urgent or sudden illness. Please bring your insurance card (s) to your appointments. Please arrive 30 minutes in advance for a new patient appointment to ensure you have enough time to fill out the appropriate paperwork and so that our staff has enough time to review that information. For a regular office visit, arrive 15 minutes early to ensure our Front Desk Staff can verify your insurance and update your information. Our standard appointments are 15 minutes long. If you need more time with your provider, please speak with the front desk to schedule accordingly.

After Hours and Emergencies: For a serious emergency call 911 right away. If you are not sure and you call our office, be sure to inform the staff who answers the phone that it is an emergency. After hours you will reach our answering machine, which will direct you to the physician on-call.

Urgent Needs or Sudden Illness: We have a limited number of same day appointments available every day that generally are for wound care, acute illnesses like a bad cough, a cold, asthma, or infections such as strep, urinary, and respiratory. Please call early in the day, as these spots fill up quickly. If there are not available appointments with your physician, the receptionist will offer you an appointment with a physician assistant or transfer you to a medical assistant who will discuss your needs with a physician and determine what you should do.

Cancellations: Please call the office within 24 hours if you are unable to keep your scheduled appointment. This allows us to provide that slot to another patient.

Running on time: We know that your schedule is busy and that your time is valuable. Please let us know if you have waited more than 20 minutes so that we can double check that you were checked in properly. Please be patient if we can't get you in within 20 minutes.

Treatment of minors: Patients under the age of 18 must be accompanied by a responsible adult or have written permission, for treatment, from a parent or guardian.

Complete Physical Exams: We believe that complete physical exams are very important to the maintenance of good health. However, insurance benefits vary. Please learn about your benefits prior to your appointment so you will know what is covered by your insurance plan.

Lab work: We do some lab work in our office-like glucose tests, urinalysis, protimes and hemoglobin A1C's. These tests are drawn by one of the medical assistants. Blood Draws are done in our office from 8 AM- 10:30 AM Mon-Friday usually by a phlebotomists who is employed by the hospital. The laboratory analysis for blood work is done at HRRMC and you will receive a separate bill from the hospital for that

service. Quite often providers may need to send you to HRRMC for various tests. Those tests will also be billed directly from the hospital. We do not draw lab work which has been ordered by other physicians outside of our office.

Nurse or Medical Assistant: We often refer to staff that assist our providers as “nurses”. They definitely do help you and the doctors, and you probably think of them as nurses. But most are not technically nurses because they are not licensed by the state as an LPN nor RN. Most are “Medical Assistants”. This means that they have technical school or on the job training providing medical assistance to the providers. They take blood pressure, weigh you, ask about your symptoms, give injections, schedule tests and call in prescriptions. They work under the direct supervision of the doctor.

Patient Portal: The patient portal is a secure website that allows you to use your computer to see your medical information via the internet. It allows you to communicate with the Practice via secure messaging and vice versa for the provider to communicate with you.

Test Results: If you have diagnostic testing i.e. labs, x-rays, echo, ultrasound, sleep study, please schedule a follow up appointment within 7-10 days to go over the results with your physician. You will be subject to your copay/coinsurance. Occasionally providers will give you results over the phone or the patient portal.

Prescription and Refills: The best time to get a prescription refill is at your appointment. If you don't have that opportunity, please call your pharmacy to request a refill. Your pharmacy will get in touch with your provider to request a refill. We recommend that you don't wait until you have run out. Most refills require a doctor's approval and up to 48 hours of notice, since your doctor may be out of the office when you call. Some prescriptions cannot be sent to your pharmacy electronically. Those prescriptions will be printed and left at our front desk for you to pick up.

Narcotics: Please call 48 hours before you run out of narcotics, not any sooner. If you are scheduled to be out by Monday, please call on Thursday in order to allow enough time for the refill. If you are scheduled to be out on Tuesday, call on Friday to ensure a timely refill. We do not fill narcotics after hours nor on Saturdays.

Referrals: If your doctor refers you to a specialist, we will generally make those arrangements. Sometimes we do need as many as 7 to 10 days to set up the appointments with specialists. Someone from our office will contact you when we have all the information. Please understand that it can sometimes take several weeks to get an appointment with a specialist. This isn't something we have control over. As a patient it is your responsibility to ensure that your specialist is on your insurance plan.

Dismissal: If you are “dismissed” from the practice, it means that you can no longer schedule appointments, get medication refills or consider us to be your doctor. You will have to find another practice. The common reasons for dismissal are the following: failure to keep appointments with frequent no shows, noncompliance, which means that you won't follow physician instructions about important health issues, abusive to the staff and or failure to pay your bill.

The process for dismissal is we will send you a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date of the letter, we will see you. After that you must find another practice. We will forward a copy of your medical record to your new doctor after you let us know where to send it to and have signed a release.

We look forward to a long and healthy relationship!