

## NEIGHBORHOOD PRIMARY CARE ACKNOWLEDGMENT POLICY

The policies at Neighborhood Primary Care are designed to make the care we provide more streamline, efficient, and patient centered for you.

### 1. PAYMENTS

All payments and/or Co-pays are expected at the time of service.

### 2. LATE APPOINTMENTS

We pride ourselves on taking your time seriously and hope you will do the same for us. If you are more than fifteen minutes late for an appointment the provider/nurse will determine if you can be seen or your appointment may need to be rescheduled. If you are more than twenty minutes late you will need to reschedule your appointment.

### 3. NO SHOW APPOINTMENTS

Broken appointments represent a cost to us, to you and to other patients who could have been to in the time set aside for you. If you miss two appointments without notice you may be dismissed from the practice.

### 4. PHONE MEDICINE

We prefer to diagnose your illness and/or refill medication in the office instead of over the phone. We hope that we can accommodate your busy schedule and enable you to come in and see us for the best possible medical care.

### 5. LOST/STOLEN MEDICATION

Neighborhood Primary Care has a policy that we will not under any circumstance refill any stolen or lost medication that is a scheduled/narcotic medicine. Request for a lost/stolen routine medication (ex: blood pressure) may take up to 24 to 72 hours for a response to your request.

### 6. ADDICTIVE SUBSTANCE POLICY

Chronic use of addictive medication presents unique challenges in primary care. At Neighborhood Primary Care, we do not write any chronic pain medication we prefer that you use a Pain Medicine Specialists for chronic pain medication and psychiatrists for chronic anti-anxiety medication. We have strict policies and make no exceptions.

Unwillingness to follow our medical recommendations concerning the use of addictive medication will result in dismissal from the practice.

### 7. AFTER HOURS CARE

If you have a serious emergency, please call 911 or go directly to the nearest emergency room. For less serious urgent needs, we recommend the Neighborhood Urgent Care for walk-in convenient care. Please be considerate and do not use this service for non-urgent needs that can be handled during a regular scheduled appointment. Urgent Care Hours are Monday-Thursday 7:00 a.m. to 8:00 p.m. Friday 7:00 a.m. to 5:00 p.m. Sunday 11:00 a.m. to 5:00 p.m. We will not see you in Urgent Care for a primary care; primary care visits must be scheduled.

My signature below indicates that I have read and understand this Acknowledgement Policy of Neighborhood Primary Care and accept these terms. My acceptance covers my visit today and all future visits.

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Signature of Patient or Legal Guardian

Date