

APEX Medical Group, KD Medical Group, and Padres Imaging Center Office Policies

We would like to thank you for choosing APEX Medical Group as your medical provider. We have written this policy to keep you informed of our current office policies.

Office Hours: APEX Medical Group is open Monday-Friday, 8:00 AM – 7:00 PM, Saturday-Sunday, 8:00 AM-5:00 PM

Appointments: We see patients by appointment only, however walk-in appointments are available for urgent or sudden illnesses. As a walk-in you will be worked into the schedule. You will be seen as soon as possible.

After Hours and Emergencies: For a serious emergency call 911 immediately or go to the nearest emergency room. If you are not sure, and call our office during business hours, please be sure to tell the person who answers the phone that it is an emergency.

Urgent Need or Sudden Illness: We have walk-in appointments available daily. You are not guaranteed to see your provider during a walk-in appointment. If that is the case, you are more than welcome to see one of our physician assistants.

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

Running On-Time: We know your schedule is busy and your time is valuable. Please let us know if you have waited more than 15 minutes so we can double check to see if you have been properly checked in. Please remember that we are managing several different schedules. If someone who arrived after you is called before you, they might be seeing another provider.

Treatment of Minors: Patients under the age of 18 must be accompanied by a responsible adult. Parents/Guardians must be present with the minor on the initial visit. If no responsible adult is present at the time of the appointment, the appointment will be rescheduled. Parents or guardians may designate another responsible adult to bring the minor in for the appointment, however a permission letter must be written by the parent or guardian. The adult must bring their photo identification. Safety of minors is a priority in our office.

On a case by case basis and under special circumstances, minors 15 years and older may be seen without their parent's consent.

Lab Work: Some lab work we do in our office, such as, glucose test, hemoglobin A1C's, protimes, urinalysis, rapid strep. These tests are performed by our medical assistants. If other lab work is ordered by your provider, you will be sent to the lab of your choice.

Complete Physical Exams: We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health. Insurance benefits vary. Some policies cover "Wellness" and others cover visits when you have a complaint. Please learn about your benefits prior to your appointment so you will know what is covered by your insurance plan.

Test Results: If you have diagnostic testing, i.e., labs, radiology, etc., please schedule a follow-up appointment within 7-10 days to go over the results with your physician. Results will not be given over the phone. You will be subject to your copay/co-insurance.

Prescription Refills: The best time to get your refills is at your appointment. If you need to call for refills, don't wait until you have run out. Most refills require the provider's approval. If your provider is out for the day, it may be the next day (or Monday) before it is authorized. Do not go to the pharmacy to wait for your prescription to be called in. Call them first to see if it ready. Some prescriptions cannot be called in. They must be printed and picked up. Some medications have potential side effects that must be monitored. We require check-ups every 3-4 months for these medications. Be sure to keep these follow up appointments.

Referrals: Referrals are handled by our referral department. Sometimes this can be done on the same day as your appointment and sometimes it can take up to 5-7 business days, depending on your insurance and/or the urgency of your situation. Someone will contact you as soon as the referral authorization is obtained. As a patient, it is your responsibility to ensure the specialist is on your insurance plan. Please understand that sometimes it can take a few weeks to get an appointment with a specialist. This is not something that we have control over.

Dismissal: If you are "dismissed" from the practice it means you can no longer schedule appointments, get medication refills, or consider our office to be your provider. You have to find a provider in another practice.

Most Common Reasons for Dismissal

- Failure to keep scheduled appointments, frequent no-shows (some insurance companies require our office report no-shows.
- Non-Compliance, which means that you won't follow your physicians instructions about an important health issue.
- Being abusive (physical, verbal) to any member of our staff.
- Failure to pay your bill.

Dismissal Process

We will send 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 this letter, we will see you. After that, you must find another doctor. We will forward a copy of your medical record your new doctor after you let us know who it is and sign a medical records release form.

Print Name: _____ Date: _____

Signature: _____ Witness: _____