

# Harrisonville Family Medicine, Inc.

## Communications Policy

### FAQ's and Expectations

Our goal is to provide timely, consistent communication and high-quality care. The following guidelines outline typical timeframes and processes so our patients can know what to expect and plan accordingly.

#### 1. Patient Messages:

- Phone calls and portal messages will be returned **the same business day** if received **before 3:00 PM Mon – Thurs and 2:00PM on Friday**.
- Messages received **after 3:00 PM Mon -Thurs and 2:00PM on Friday** will be returned **the next business day**, unless the matter is urgent.

#### 2. Prescription Refills:

- Please allow **up to 72 hours** for prescription refill requests to be processed.
- Always check with your **pharmacy first**, they will contact us electronically to streamline the process.

#### 3. Medication Policies:

- Controlled substances require regular office visits and monitoring.
- Lost, stolen, or misplaced prescriptions **cannot** be replaced unless there are extenuating circumstances.
- Certain medications may require random urine drug screening and/or a controlled substance agreement.
- **Controlled Substances will not be after clinic hours under any circumstances.**

#### 4. Medication Prior Authorizations:

- Medication prior authorizations may take **up to 1 week** to complete.
- Timelines may vary depending on your insurance plan's requirements.

#### 4. Lab and Test Results:

- Lab and diagnostic test results will be available **within 3 business days** after our office receives them.
- Some specialized tests may require additional time.

#### 5. Referrals and Specialist Appointments:

- If you have not been contacted regarding a referral or specialist appointment **within 7 business days**, please check the Patient Portal or call our office so we can check on the status.

**6. Provider Out of Office:**

If your provider is out of the office, you have options:

- You may choose to have your question addressed by **another provider** in our practice.
- Or you may wait for your **primary provider** to return, depending on the urgency of the issue.

**7. Forms and Documents: (FMLA, Letters of Medical Necessity, etc.)**

- Please allow **7 business days** for completion of all forms and letters.
- All patient-required sections must be **fully completed before** submitting forms to our office.
- A **fee will be charged and collected** prior to completion or submission of any form on your behalf. Fees vary based on the type of form; please speak with a patient representative for details.

**8. Appointment and Cancellation Policy:**

- Please arrive **10–15 minutes early** to allow time for check-in and verification of information.
- Appointments must be canceled with **at least 24 hours’ notice**.
- A **\$60 no-show fee** will be charged for any missed appointments without 24-hour notice. This is not covered by insurance and must be paid prior to your next appointment. Multiple no shows could result in termination from our practice.

**As always, if you have any questions, please reach out to one of our patient representatives—we’re here to help! Thank you for trusting us as your partner in healthcare.**

**Patient Understanding & Acknowledgment:**

I have reviewed the above and understand the general timeframes and processes our office follows to provide consistent, high-quality care and that these guidelines help support smooth communication and ensure the best possible experience for all patients.

By signing below, I acknowledge that I understand these expectations and will partner with the HFM team in respectful, and open communication.

**Patient Name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

