

## **Clinic-Patient Agreement**

At Eastside Family Health Center, it is our commitment to provide each patient with the highest quality of medical care, and we'd like to work together with you – our patient.

To accomplish this, we've outlined a few clinic guidelines and policies.

### **Insurances**

At Eastside Family Health Center, we strive to give the highest quality of healthcare within the budget of our patients. We participate with many of the major insurance plans. We also work with Motor Vehicle Accident (MVA) and Worker's Compensation claims. As insurance plans and coverages frequently change, it is imperative that this information is updated and verified at each visit. At the time of service, we will notify you of any deductibles or coinsurances that may be required.

### **Co-Payments (or Co-pays)**

Co-pays are due at the time of service upon check-in. For patients with insurance deductibles, we require a minimum of \$50 per office visit that we will apply towards your deductible, or the Full payment for Diagnostic tests done at this office. We accept cash, checks and MasterCard or Visa credit and debit cards.

### **Referrals**

Some insurance plans (HMO, EPO, etc.) require referrals from their Primary Care Physician (PCP) before a patient is allowed to see a specialist, massage therapist, physical therapist, chiropractor, etc. Please schedule an appointment with your provider to assess and arrange for the referral.

### **Prescription Refills**

For our patients who need refills on their medication(s), please contact your pharmacy directly to request a refill. Since it usually takes 4~5 business days to get a refill, please contact your pharmacy 4~5 days before you are completely out of the medication(s). The following medications require an office visit for refills: Pain Medications, Anti-Depressants, and Sleep medications.

Please note: We will not replace lost or stolen prescriptions of narcotics or controlled substances.

### **Diagnostic Tests & Laboratory Results**

We use Medical Diagnostic Laboratories / Skagit Valley Pathology for most of our laboratory services. Please allow 5~7 business days for the results of Diagnostic Tests such as MRIs, CT Scans, X-rays, & Ultrasounds, and Lab results such as Surgical Pathology reports, Blood tests, etc. The results are typically discussed with your provider only at an office visit.

### **Privacy Practices (HIPAA)**

Eastside Family Health Center respects your privacy. We understand that your personal health information is very sensitive. We will not disclose your information to others except in the case of: a) continual medical care; b) patient's written authorization; c) the law authorizes or requires us to do so. For more details, please ask for our Notice of Privacy Practices.

### **Cancellations**

We understand that our patients' schedules change. If you would like to re-schedule an appointment, please give us 24-hours advance notice. This will give us a better opportunity to find another patient to take that designated time slot.

A patient who misses or cancels a regular office visit with less than 24-hours notice will be responsible for a \$50 Missed Appointment Fee, payable upon receipt (by mail), or at the next appointment. The Missed Appointment Fee for Injections, Complete Physical Exams, and Exercise Treadmill Tests will be \$100, payable upon receipt (by mail), or at the next appointment.

I understand the above policies as explained to me by \_\_\_\_\_.

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Date