

WELCOME TO COLORADO SPRINGS FAMILY PRACTICE

PATIENT GUIDELINES

In order to assist you in knowing when to call your doctor's office for lab & X-ray results, referral requests and prescription refills, we have developed the following guidelines. These guidelines will allow us to serve you more efficiently. Thank you for your understanding and patience.

LAB AND TEST RESULTS

- All results are reported to the patient by phone call or by mail or by Patient Portal AFTER they are reviewed by your doctor.
- Please wait 2 weeks before calling for these results if you have not heard from us.

PRESCRIPTION REFILLS

- If you have any questions concerning your medications you can contact your provider through your Patient Portal. Please allow 72 hours for a response as the providers' are unable to monitor their message inbox 24/7.
- For **routine** prescription refills, **do not call your doctor's office**. Instead, call your pharmacy and give them your prescription number from your medication bottle. The pharmacy will contact your doctor's office if authorization is needed.
- Call your pharmacy **ONE WEEK BEFORE THE MEDICATION RUNS OUT**. Prescription refills are processed within 2 business days. Please do not wait until you are out of your medication to call for a refill.
- If your prescription bottle states "**NO REFILL**" and you take the medication routinely, you may be due for an appointment, so please call your doctor's office and schedule an appointment.
- Requests for written prescriptions will be ready within 2 business days.
- **Requests for "EMERGENCY REFILLS" of prescriptions, or any prescriptions for CONTROLLED SUBSTANCES (i.e.: vicodin, darvocet, percocet, codeine, etc...) cannot be handled after hours. You must call your doctor during normal working hours for refills of these medications.**
- **Antibiotics will not be refilled without an appointment, unless it is a routine medication.**

REQUESTS FOR REFERRALS

- Referrals are processed by the physician within 3-4 business days and are sent to your Insurance Company where they are responded to within 7 to 10 business days. Please allow at least 2 weeks for referral requests to be processed and to receive the referral confirmation from our referral department.
- Insurance plans indicate that failure to obtain referrals may result in canceled appointments. In addition, you may be billed the full charge for any appointment made and kept without a referral.

REQUESTS FOR MEDICAL INFORMATION

- Requests for routine information from your medical records are handled within 5 - 7 business days.
- Requests for copies of your medical records will require at least 1 week to process. There is a \$25 fee for copying your medical records for your personal use.

Mondays and most mornings are extremely busy telephone times and we encourage you to avoid these times unless it is a matter of urgency...it is our continuing goal to give you the best possible service!

If you are more than fifteen minutes late in arriving for your appointment, you may be asked to reschedule. We reserve the right to charge a \$40.00 fee for missed appointments.