

INTEGRATIVE PRIMARY CARE ASSOCIATES, LLC

OFFICE POLICIES

Welcome to Integrative Primary Care Associates. We are a primary care practice offering integrative healthcare. We want to work with you to address your health issues and offer guidance toward optimum health. Please take a few minutes to read our policies. Your cooperation and proactive involvement will help us to help you.

Appointments

We value our time with you and we want to make the most of it. To provide you with optimal service we schedule our appointments for 30 or 60 minutes. If you need to change your appointment, a 24-hour advanced notice is required for our office to provide appointments of this length. A \$25 cancellation/no show fee will be assessed if an appointment is missed or cancelled without the 24 hour advanced notice. If you miss two appointments without calling, we may choose to not continue to see you. If you are 15 minutes or more late for your appointment, we may ask you to reschedule.

Lab and X-ray Results

If a test result is concerning, we will call you right away. To get your results you may schedule a follow-up visit or receive a copy of your reports in the mail. For abnormal results, we may ask you to come in to discuss the abnormalities in person.

Referrals

We are happy to refer you to a specialist if your problem is beyond our expertise. We may ask you to come in if we need more information. Emergency referrals will be made at the time of your need. Please allow 3-5 business days for non-emergent requests. We will call you when the referral has been authorized and provide you with the information to schedule your appointment.

Prescription Refills

For medication refills, call your pharmacy and ask them to notify us by fax, 503-227-0745. Please allow 48 hours for a request to be filled. If we have not seen you in some time, we may give you a refill for 2-4 wks only and request that you make a follow-up visit. Narcotics will not be refilled after hours.

Telephone Calls

We try to return telephone calls as soon as possible between seeing scheduled patients. For non-urgent matters, we may not be able to return your call until the noon hour or after 5 pm. Please be sure to give us the telephone numbers where we can contact you at various times. Messages left after 5 pm on voice mail will not be reviewed and returned until the following business day.

After Hour Calls

Each of us takes call for his/her patients. Our after hours message provides the contact information for each provider. Please respect our time by calling these numbers only for urgent medical matters that cannot wait until the next business day. If you have symptoms that you think may be life threatening, including concerns about chest pain or stroke, please call 911 or go to the nearest emergency room immediately.

Payment

All co-pays and non-insurance payments are payable the day of your appointment. Our office has declined the use of card services of all types. We accept checks and cash only.

Insurance

We will bill your insurance as a service to you. Depending on the benefits of your plan you may be responsible for amounts not covered. Become familiar with the benefits of your plan. You should know the following: Lab & Imaging such as X-ray, CT, MRI, and Ultrasound (what is covered and where to go), coverage for preventive services (routine physicals), prescription coverage (including mail order), and office procedures (wart & mole removal).

Feedback

We welcome your feedback, both positive and constructive. It helps us grow as a clinic and can be helpful to us personally as well. We wish to learn from our mistakes and to improve on the care we provide. If you feel uncomfortable discussing something with us in person, please send a letter. We appreciate the time you take to keep us informed.