



OFFICE POLICIES FOR OUR VALUED PATIENTS

The following policies are standard procedure at Desert Family Medical Center:

- 1) All patients are required to understand and know their own medical health insurance plans. Desert Family Medical Center is not responsible for any treatments or medications that are not covered by your plan. It is the patient's responsibility to contact their own insurance companies to make sure about the coverage they are receiving under their policies.
- 2) All co-payments are due at the time of the patient's appointment. We reserve the right to refuse service if co-payment is not rendered. **This office only accepts cash, MasterCard and Visa, and money orders for payment. We do not accept checks for co-pay at this office.** Payments must be given before seeing medical provider.
- 3) All patient bill balances are due within 30-days of receipt of bill. Patient balances that are over 90-days due will be sent to collections, and this office reserves the right to discharge patients with overdue balances.
- 4) If a patient is not able to make their appointment, it is required they contact our office 24-hours in advance. A \$25.00 charge will be billed to patients for any missed appointment, if it is not cancelled within 24-hours.
- 5) Patients who miss two appointments in a row without informing our office will be discharged from this medical practice.
- 6) All patients will be charged a minimum fee of \$25.00 for any medical records, medical forms or other forms (i.e. DMV forms, school forms, etc.) that require the doctor/medical provider's review and/or signature. This fee is due at the time of submitting forms to our office. Longer and more complex forms will be charge at a higher rate to be determined at the time of review. Each form is charged separately, hence one signature per form. There are no exceptions to this situation regardless of patient's fiscal situation
- 7) Please allow 72 hours for pharmacy refills.
- 8) No smoking, drinking of beverages of any kind, or eating in the office.
- 9) Please turn off your cell phone during examinations. The doctor/medical provider reserves the right to terminate the examination if patient talks on their cell phone during the examination.
- 10) All triplicate prescriptions will be refilled only at the date that is allowed. Early refills will not be permitted. We require 48 hours advance notice for triplicate refills.
- 11) This office does not have the equipment or storage space to hold patients' x-rays. We receive patient x-ray reports and can interpret results based on the reports we receive. The reports are stored in your patient chart. We suggest that patients retain their own x-rays.
- 12) Desert Family Medical Center has a **zero tolerance policy** against aggressive behavior, unreasonable expectations, bullying, profanity, sexual innuendos and verbal abuse towards our staff from patients and their family members. Any display of this behavior will be subject to being terminated as a patient from this office.
- 13) All patients are required to sign a Physician-Patient Arbitration Agreement. Patients who refuse to sign this agreement will be discharged from this medical practice.
- 14) This office does not accept uninsured patients. **We only accept patients with select PPO and HMO (DOHC) insurances, Medicare with a Part B supplement, and Tricare.** If a patient loses his/her insurance we will not be able to continue to serve as your primary care office. No exceptions.
- 15) If a patient transfers to another primary care physician's office for reasons other than reassignment of their insurance plan which this office does not accept or moving to another geographic location away from the Palm Springs vicinity, we will not allow the patient the privilege of returning as a patient at this office.
- 16) If patient is over 15 minutes late, your appointment will be rescheduled.