

FOUR PEAKS NEUROLOGY OFFICE POLICY AND PROCEDURE

Welcome to Four Peaks Neurology, for your neurologic care needs. Understanding our commitment to you and your financial responsibility to us is essential to establishing and maintaining a strong patient/practice relationship. In order to achieve this, we offer the following information regarding our office policies.

Four Peaks Neurology Patient Portal Registration: The patient must register on the Patient Portal. The Patient Portal website is **www. FourPeaksNeurology.com** Once logged on it is a secure, HIPPA compliant website. Only you or people you select and your healthcare team can view your profile.

Patient Forms: To help us provide you with quality care, we ask that you complete a series of forms to ensure we have up to date demographic, insurance, medical history, and informed consent information on file.

Proof of Insurance and Identity: We must obtain a copy of your current Driver's License and a copy of your current, valid Insurance Card. If you fail to provide us with correct insurance information in a timely manner, you may be responsible for the balance of the claim. **FPN** reserves the right to reschedule your appointment if card(s) not available.

Copay, Coinsurance, Deductible: All copayments must be paid at the time of service. This arrangement is part of **your** contract with **your** insurance company. Failure to do so can be considered a breach of **your** contract with **your** insurance company.

Referrals: If you see a doctor that is out of network or if you have an insurance that requires a referral, you are responsible for obtaining the referral from your primary care clinic or referring physician.

Appointment Time: If you are 15 or more minutes late for your scheduled appointment, we reserve the right to reschedule you to another day and time. Our physicians strive to give quality care to each and every individual patient. Being a neurologic specialty practice we are often faced with unforeseen complicated patient/family scenarios that require extra time. When booking we cannot foresee which patient will need more time. Please forgive any delay. You may one day need more time for your problems and concerns. If you choose not to wait, please reschedule. Badgering staff may result in us rescheduling your appointment or discharge from our practice.

Prescriptions: To refill your prescription(s) please contact your pharmacy. Your pharmacy will then contact the office if authorization is needed. Your refill request will be handled by the practice within 24-48 hours after your pharmacy request is received. Refill requests may also be sent by the **FPN** Patient Portal. To ensure you do not run out of your medications please call at least one week in advance for any refills. Scheduled medications will not be filled after hours, weekends or by phone. **Please note, prescriptions will not be filled over the weekend or after hours.**

Tests and Procedures: Please allow 5-7 business days for our office to process any tests and procedures that your doctor may order for you. Once your test has been authorized the appropriate facility will contact you, unless otherwise specified.

Test and Procedure Results: Follow up appointments are required for all test results, including labs, unless otherwise specified. These appointments are generally scheduled 1-2 weeks after your test date to allow time to ensure that we have received the results.

Communication with Office: The fastest and most efficient means of communicating with the physician, advance practice provider (NP), medical assistant or other office staff is by the **FPN Patient Portal**. Take the time and save yourself time, register to log into the Patient Portal. Responses by **FPN** staff to Patient Portal communications occur **ONLY** during regular office hours. If you have left a phone message for the physician's assistants or any of the staff please allow 24-48 hours for the staff to return your phone call. **If you have an Emergency – call 911.**

Patient-Physician Relationship: Once you have established care with a particular physician you must continue care with that physician. You cannot switch providers within **FPN**.

Zero Tolerance Policy: **FPN** has a Zero Tolerance Policy to verbal, physical or psychological abuse of **FPN** Staff and/or Physicians. Any patient, patient's family members or guardian who engages in such activity will result in immediate discharge of patient from practice.

I have read and understand the Four Peaks Neurology Office Policy and Procedure and agree to abide by the terms of the policy.

Signature of Patient or Guardian

Date

Print Name of Patient