

## **New Smyrna Wellness Center Policies and Procedures:**

Welcome to New Smyrna Wellness Center! At NSWC, we have many highly skilled and trained providers. Every provider is held to the same gold standard of care and follow the same medical guidelines. The medical director also oversees the care of the entire clinic and all of the patients. So, whether you see the doctor or a physician assistant, rest assured that you are getting the best care possible. NSWC has taken great care to hire providers with excellent track records in the community, experience, and a positive attitude toward giving great patient care. This means that you will not see the physician at every visit. You will have the opportunity to meet and have a visit with one our physician assistants. Occasionally, people do not have a good connection with a provider, and you are more than welcome to see another provider. If you need to see the physician, please inform the front office staff. However, the physician is unable to see every patient for every visit. Thank you for your understanding. We hope you will find one of our providers agreeable and suitable to your healthcare needs.

**Cancellation Policy:** New Smyrna Wellness Center requires **24 hours advanced notice** for any cancellations and/or rescheduling of appointments.

- New patients: If you fail to contact us 24 hours prior to your **first** appointment, we will not be able to schedule any future appointments with our office.
- Established patients: If you fail to contact us 24 hours prior to your appointment, you will be subject to a cancellation fee of \$50 or the amount of your copay per the guidelines of your in-network contract. If you accumulate a total of three (3) missed appointments, you may not be rescheduled for future appointments and you may be discharged from the practice.

**Appointment Times:** Please note that your said appointment time is not necessarily the exact time that you will be seen by a physician. Your appointment time is your arrival time so that the medical staff can properly prepare you for your visit. Late patients may need to be rescheduled for another time or date.

**Lab/Biopsy/Imaging Review:** Patients are recommended to please follow the prescribing provider's plan of care regarding laboratory, biopsy, and imaging review follow-up visits. This is to ensure proper and consistent care in all patients. If you have questions or concerns about a result or have not heard from our office regarding your test(s), you are encouraged to call our office and/or make an appointment, 386-957-1854.

**Prescription Refill Requests:** If you need medication refills, please call the office or email the medical assistant at least one week before you need a refill (2 weeks for a mail order refill). Please do not rely on the pharmacy to initiate the refill request. If you are out of medications, please inform our staff personally and we will be happy to assist you. Multiple phone calls and messages to the office will only delay your request. Patients must have up to date labs and a recent office visit for medication refills.

**Miscellaneous:** Please refrain from wearing any perfumes, colognes or heavily scented lotions to the office, as these may exacerbate or worsen some of our patient's underlying conditions.

**Authorization Fees:** Prior Authorizations: Some insurance companies require "prior authorizations" on certain medications. These are typically medications that are not on the insurance company's formulary. If a medication is not covered, a patient can: a.) pay for the prescription without using their insurance. b.) ask their insurance company what alternative is covered. c.) a patient may pursue a prior authorization. Alternatively, if a patient would like our office to do the P.A. for them, we send documentation, office notes, labs, imaging, etc. to your insurance company. We also must speak to them on the phone at length. The process takes 20-40 minutes, or longer per medication. It is very time consuming for our staff. We are happy to assist you with this. Our fee for this service is \$25.

**Urine Drug Screen (UDS)** Per the CDC and DEA recommended guidelines, all patients on controlled substances are subject to urine drug screening prior to a prescription being written and while on therapy. We apologize for any inconvenience. Thank you for helping NSWC remain compliant with State and Federal regulations. To help expedite your visits to NSWC, please drink plenty of liquids prior to your arrival to the office and be prepared to give a urine sample at your appointment. If a patient is unable to give a urine sample at their appointment time, they will be rescheduled for a later date when they can give a urine sample.

**Patient Portal:** With our secure online patient portal, PATIENT FUSION, patients get instant access to their personal health record (PHR), including diagnosis, medication, immunizations and procedure history. With our EHR patient engagement software, patients are also able to request prescription refills, email their physicians, and access their health information at any time.

**Automated Appointment Confirmations:** Due to the large volume of daily appointments and other duties, staff are unable to call patients personally for every appointment. Patients have the option to receive their automated appointment reminder via email, text, and/or voice message. Please inform the front office staff using the consent form indicating your reminder preference.