

***We are dedicated to providing the best possible care for you, and want you to be aware and understand our office policies. We hope that these efforts will make your visits to our office more efficient and less stressful for you.***

Getting in touch with us; we have a new phone system that both our staff and our patients are adjusting to. If you are contacting our office with a pressing issue and a message cannot be left on our staff's voicemail you may press 0 at anytime to be connected with our front office. If you need to leave a message, schedule future appointments, request prescriptions refills or have questions regarding your account, and have difficulty getting through to us by phone, please contact our office through our secure messaging via your patient portal.

Missed Appointments: As a courtesy to our patients you will be notified of your upcoming appointments through your patient portal. We ask that you please confirm all scheduled appointments through your portal. If you are unable to keep your scheduled appointment please contact our office 24 hours prior to your scheduled visit. Appointments can be cancelled through your patient portal. Continued missed appointments and failure to notify the office of such cancellations may result in charges for missed appointments and dismissal from the practice.

Bloodwork / Lab Appointments: In order to provide you with proper care, all lab work is to be ordered by the practitioner. There may be times when the practitioner feels it is in the best interest of the patient to schedule a return appointment to review these lab results.

Test Results: Please allow 5-7 days for test results. We will contact you by secure messaging through your patient portal or phone. At times, appointments may be required by the practitioner to review these results with you.

Work/School Excuse: Please notify the nurse or medical assistant at the time of your visit if you will require an excuse.

Prescription refills: Our medical office is implementing ePrescribing per mandate of health insurance companies. Our ePrescribing program sends prescriptions over the internet to your pharmacy in a safe, secure manner, which helps protect the privacy of your personal information as well as loss or theft of a written prescription. ePrescribing also lets our medical providers know which medications are covered by your formulary as well as drug interactions and your prescription history with medical providers.

There is a 48 hour turn-around time on prescription refills. If you have requested a refill of your medication please check with the pharmacy to see if your request has been filled; continued calls to the office delays the process. If a written prescription is requested you will be required to pick it up at the front office, please bring a photo ID when picking it up. If a prescription is not approved we will contact you. Antibiotics will not be approved without your seeing the practitioner first. If you have not been seen in over 6 months, you will need to schedule an appointment with the practitioner for prescription refills. Please bring all medications with you for this appointment, and inform the practitioner at the time of your visit which medications require refills. See reverse side for **Prescription Policy**.

Third party forms / applications: We realize that special forms are sometimes necessary to provide documentation of medical conditions. Completing forms is time consuming and generally falls outside the contractual relationship between you and your insurance company. All forms requested without an appointment will need to be reviewed by the office to determine if an appointment is necessary. Fees for these types of forms will vary according to the complexity of the paper work. FMLA papers: ALL FMLA papers require an appointment with Dr. Wallace. Fees for completion of FMLA papers will vary according to the complexity of the case.

Blue Forms for School: Blue cards needed for school may also require an appointment with the practitioner.

Financial Policy: Payment is due at the time of service unless arrangements have been made in advance with written approval by the office manager and Dr. Wallace. We accept Cash, Check, Money Order and Credit / Debit Card payments.

Please keep in mind that your insurance policy is basically a contract between you and your insurance company. We have made prior arrangements with many insurance companies and other health plans to accept an assignment of benefits. We will bill them, and you are required to pay all co-payments, deductibles and non-covered services at the time of your visit.

If you are insured by a plan that we do not have a prior arrangement with, we will file the claim for you on an unassigned basis as a courtesy to you, provided we have accurate claims filing information. Charges for your care are due in full at the time of service.

Not all insurance plans cover all services. In the event your insurance plan determines a service to be "not covered", you will be responsible for the complete charge. Health plan coverage varies significantly by carrier, by employer, and/or by contract. We cannot know the benefits and exclusions of each patient's health plan. It is the patient's responsibility to know and understand their plan coverage and benefits. All questions regarding your policy benefits should be directed to your insurance carrier.

Many insurance companies do not cover visits with the Nurse Practitioner. If you are seeing the Nurse Practitioner please contact your insurance carrier prior to your appointment to avoid any unexpected expenses. Do not assume your visit is covered unless your carrier confirms these visits are a covered benefit.

In signing this form you have read and understand the office policies of Kara Wallace, MD, PC, in addition to authorizing the use of prescription medication history from other healthcare providers or third party pharmacy benefit payers for treatment purposes.

**Patient Signature:** \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

(over)

**Kara Wallace, M.D., P.C.**  
**4650 Whitesburg Drive, Suite 204**  
**Huntsville, AL 35802-1671**

## **PRESCRIPTION REFILL POLICY**

1) Before you come to your regular appointment, you should look over your medications, diabetes supplies, inhalers, etc. to determine if you need to request any new / refill of prescriptions at your appointment. We do not accept faxed diabetic supply request as they are generally not legitimate request made by our patients.

2) We do require office visits on a regular basis for all of our patients taking prescription medication. The interval will vary depending on the condition being treated and the type of medication prescribed. Please be sure you have enough medication to last until your next scheduled visit.

3) It is very important to request your prescriptions during your office visit please bring all your prescription bottles (or an updated medication list) with you to your appointment. This is important to make sure that: a) you are taking the correct medications and the correct doses; and b) we have an up-to-date list of your medications. We will carefully review your medications and write refills at your office visit. We will also ask you to review the new prescriptions to make sure that they are written correctly.

4) As part of our new policy, we will offer the following options for prescription refills:

- a) We can electronically transmit your prescription to your pharmacy
- b) We can provide written prescriptions.
- c) We can call in certain medications to your requested pharmacy
- d) We can provide you with a written prescription for you to fax in to a mail-order pharmacy.

**WE do not accept faxed prescription requests from pharmacies.**

5) Our policy is to call in appropriate requests for prescription refills **within 2 business days** (not including weekends and holidays). We will have written prescriptions available within **3 business days**. Please check with your pharmacy before calling our office to check the status of your prescription.

6) Please notify our staff if your request is urgent or if you are out of medication.

7) If you call to request a refill but are overdue for a follow-up visit and/or blood work (necessary for monitoring the safety or effectiveness of a medication), the provider may agree to call in enough medication to a local pharmacy to last until we are able to schedule an office visit. There is a \$10 fee per prescription for this service. It is your responsibility to schedule an appointment before you run out of medication. You should schedule your next visit before you leave our office.

We understand that there might be a situation when you do have to call us for a prescription. Please look at the list below and see what you can do to avoid incurring a prescription refill fee.

**Are you changing to a new local pharmacy?** You should call your new pharmacy and request that your prescriptions be transferred from your old pharmacy. We sometimes do not have to write new prescriptions.

**Are you going on an extended vacation and need to use an out-of-town pharmacy?** You need to call the NEW pharmacy that you will be using and have them contact your hometown pharmacy to have your prescriptions transferred. When you return home, you have to reverse the process.

**Are you changing to a new mail order pharmacy?** Some pharmacies will transfer your prescriptions to the new pharmacy. If you still have refills on your current prescriptions, please check with your current mail order pharmacy to see if your prescriptions can be transferred.

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Printed Name

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Signature