



Thank you for choosing Pinon Family Practice (PFP) as your Primary Care Provider team. We are committed to making sure you receive quality medical care by utilizing evidence-based guidelines. We look forward to partnering with you and helping you to achieve your best possible health! It is also our goal to be transparent regarding our policies and procedures and to keep our lines of communication open. We take this partnership very seriously and feel honored that you've chosen Pinon Family Practice!

Office Information and Policies

PFP is open to see patients from 8 am – 7 pm, Monday through Thursday and 8 am – 5 pm on Friday. We are closed from 12-1 pm every day for lunch and until 1:30 on meeting days. Phone hours are from 8-5 Monday-Friday and are transferred to our answering service for urgent concerns only, during lunch and after business hours. We are closed on all major holidays and list these closures on our website. **For any life/limb threatening Emergency please call 911.**

We have a provider on-call at all times outside of our normal office hours to provide advice for acute medical questions/concerns. The on-call provider will respond to acute/urgent concerns ONLY. Her/she may not choose to treat over the phone and if appropriate, may refer you to Urgent Care or an Emergency Department or recommend waiting until the office reopens if appropriate. The on-call provider may not always have full access to your complete medical record and will not refill prescriptions, prescribe controlled substances, answer patient portal requests/resets or provide test result questions.

If you need a routine prescription refill, please first contact your pharmacy or request via the Patient Portal. Allow at least 48 hours for all refills to be processed. It is necessary that you plan ahead for medication refills and request them before you run out. To avoid confusion, please cancel any prescriptions with pharmacy's you no longer use as they will continue to send refill requests.

If you need to cancel your appointment, please do so at least 24 hours advance by calling during our normal phone hours, Monday - Friday 8:00 am - 5:00 pm. Our answering service cannot schedule or cancel appointments and patient portal messages will not be accepted. Please plan ahead. Late cancellations will incur a \$79 fee.

We respectfully ask that you arrive on time to each scheduled appointment. If you do not arrive by your scheduled time, you will be marked as a "no-show" and a no-show fee will be assessed per the signed Financial Policy. To help avoid the fee, we will do our best to accommodate you if there is a later appointment or an opening with another provider available. If we cannot accommodate you or you choose not to be seen at that point, you will incur a \$79 no-show fee. Our office will attempt to send a reminder text/email for appointments scheduled 5 days in advance, however, it is still your responsibility to plan for any visit you schedule. Three no-show's will result in dismissal from the practice.

We will ask you to update paperwork and signatures annually or as often as your personal information changes including any changes to insurance. We require completion for each individual patient so we can submit labs, imaging facilities, specialty referrals, etc... Additionally, consents and acknowledgement of Privacy Practices are mandated by the Federal Government and are required.

New patients must first establish care with a PFP provider before an annual physical can be scheduled or performed and before any medications can be prescribed. A parent or guardian must be present for the initial visit with any patient under the age of 18. Consent can be signed for teens between 16 through 17. PFP will not establish care with patients who have not received or intend to receive all childhood vaccinations.

Please understand that we cannot effectively treat medical conditions over the phone or via patient portal messages. This is medically inappropriate and can result in misdiagnosis and/or inadequate care. Therefore, we prefer that you schedule an appointment with a medical provider for proper evaluation and treatment. PFP providers will not authorize specialty referrals or imaging requests without seeing you in-office first.

An Annual Physical exam is required annually for each patient of PFP. The Annual Physical and Wellness Exam policy will be strictly enforced. Annual Physicals are meant for wellness and disease prevention, not for acute medical concerns or establishing a new plan of care and treatment of chronic issues. Prescriptions, medications, paperwork etc...may be delayed or denied as a result of not having an annual physical. For many reasons we do not find it appropriate to complete a Physical Exam during a New Patient visit – this will need to be scheduled separately. Please read our Annual Physical Policy for more details.

For your convenience, our staff will attempt to send a reminder for Annual Physicals. Please make sure you have an active email and mobile phone on file for these reminders. Ultimately, it is your responsibility to document your appointments as you make them. If made in the office, you will be offered an appointment reminder card. You may also access any scheduled appointments on your patient portal.

If you'd like someone other than yourself to have access to your medical or billing information or call on your behalf, we must have a signed consent on file. This Federal Law will be strictly enforced for all patients years of age and older, regardless of who holds insurance or pays medical bills. All State laws for minors and privacy will apply as well.

PFP requests all patients 18 years of age and older to be active users of the Patient Portal. Parents can access a child's portal account through the age of 12. This is our preferred method of contact regarding normal test results, normal imaging results, services due, patient statements and rx refills. If you have a portal set up, result messages will go to your patient portal. The portal allows you access to visit/clinical summaries, medications and refill requests, lab results, referral information, past and future appointments, pertinent education materials, statements and online payments. If you choose not to use the patient portal, we can inactivate it however, it is all or nothing and you will be required to check it regularly or as you receive email updates.

*****Please note*****

*While you are able to send non-emergent/non-urgent questions or concerns through the portal, messages can take up to 3 business days for response. **PFP will not respond to messages sent outside of normal business hours, including weekends and holidays.** Call the office if you need a more timely response or, the provider on call after hours for urgent concerns.

**Questions/concerns sent are monitored by PFP staff. As directed by a PFP provider, you may be asked to schedule a visit.

***The patient portal will be our primary means of sending patient statements and making credit card payments. You will only receive a mailed statement if you are not on the patient portal or if your account is past due.

***Telemedicine is not accessible via the Patient Portal.

Important Numbers: Main Line - 303-948-2676

- Schedule or cancel an appointment - option #3
- Refill a prescription - contact your Pharmacy or request via Patient Portal
- Non Urgent medical question/concern - option #7
- Telemedicine Visits already scheduled - <https://www.pinonfamilypractice.com/telehealth-1>
- Referral Information - dial ext. 110
- After hours provider on call (urgent medical concerns ONLY) - 303-948-2676
- Billing Questions - option #5
- Billing Statements/Payments - Patient Portal or option #5

<https://www.pinonfamilypractice.com/our-patient-portal>



Pinon Family Practice

Annual Physical Policy

As part of the annual physical expectation mentioned in the Office Information and Policies, the Annual Physical Policy will be provided to you at your visit and require acknowledgement and signature. We ask that you plan accordingly to make the best use of your visit(s).

Many of our patients have health insurance plans that cover the cost (including co-pay) of a yearly preventive health care visit – otherwise known as your annual physical. Not all insurance coverage is the same; you can find out more about your coverage and policy specifics by contacting your insurance company.

The American Medical Association (AMA), Centers for Medicare and Medicaid Services (CMS) and commercial insurance company guidelines identify a predetermined list of components that are considered part of an annual physical. For example, during your annual physical, you may expect that your provider will do the following:

- Gather or update your comprehensive medical history
- Outline plans for the reduction of risk factors
- Provide interventions or counseling to improve overall health
- Order appropriate laboratory/diagnostic procedures based on your personal medical conditions
- Order and/or administer appropriate immunizations
- Manage minor health concerns that have already been diagnosed
- Routine prescription refills for chronic medications (blood pressure, cholesterol, allergy, birth control, etc.)
- Special attention to a skin lesion or mole and plan for evaluation and/or removal (not same day)

More specific and problem focused or acute health concerns are not covered as part of an annual physical. These are concerns that would normally prompt you to schedule an appointment if you were not scheduled for your physical or already had one. If time permits, your provider may elect to address this at the time of your physical; it is therefore appropriate according to coding, billing and insurance guidelines for your provider to generate an additional charge for an office visit, which would be subject to your out-of-pocket expense according to your agreement/policy with your insurance carrier. If time does not allow, your provider will help to prioritize these concerns at the time and then ask that you schedule a separate appointment and/or reschedule the annual physical.

Following are examples of specific health concerns that may NOT be covered as part of your physical:

- Sinus infection
- Sore throat (testing for strep, COVID or flu)
- New cough
- New or changed headache pattern
- Abdominal pain
- Pelvic pain
- Depression or anxiety
- Joint pain, both specific and general
- General fatigue
- Sleeping problems
- Irregular periods
- Significant changes in status of a chronic health or mental health problem
- Urinary tract or bladder infection
- New diagnosis or significant change as determined by bloodwork or other test results

If you have concerns about whether a charge for an additional office visit will be generated, ask your health care provider for more information. Our goal is to be transparent, to help you to prioritize your needs and utilize your time in our office as efficiently as possible.

Please note: In January 2018, Pinon Family Practice began work with the State Innovation Model (SIM) to address mental health and provide whole-person healthcare. It is our expectation and our goal to ensure that all patients, families, caregivers, insurance companies, government agencies etc., equally consider and cover mental health prevention and disease as that of physical health. Accordingly, it is our policy that every patient of Pinon Family Practice be screened annually (and quarterly if a mental health concern is present) with a PHQ9 and/or GAD7 questionnaire . Most insurance carriers cover this screening as part of preventative health benefits, however we have found that some plans don't cover/pay. The insurance carrier "allowed amount" ranges from \$5 -\$8 per screening and will be billed to you if not covered by insurance.

I acknowledge that I have read and understand the above Annual Physical Policy. I understand that my insurance policy and benefits are an agreement/contract between my insurance carrier and myself/policy holder. I understand that PFP will code and bill for services scheduled and provided and will not change or alter for the purpose of coverage or out-of-pocket expense. As such, I agree to pay Pinon Family Practice accordingly for services rendered and in accordance with the Financial Policy.

Signature will be collected at the time your scheduled annual physical visit