

Welcome to Pinon Family Practice

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 during lunch and after hours.

We have a **provider on-call at all times outside of office hours for acute medical concerns. If it's a life/limb threatening Emergency please call 911**. The on-call provider cannot treat over the phone and if appropriate, may refer to Urgent Care or an Emergency Department or recommend waiting until the office reopens. 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.

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.

If you need a prescription refill, please first contact your pharmacy or request through the Patient Portal. **Please allow at least 48 hours for all refills to be processed**. It is necessary that you stay on top of your medications and request them before you run out.

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 our 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. If you choose not to be seen at that point, you will incur the no-show fee.

Should you need to **cancel your appointment, please do so at least 24 hours in advance** by calling during our normal call hours. Our answering service cannot schedule or cancel appointments. No-show appointments and late cancellations will incur a \$79 fee.

We will ask you to **update your paperwork and signatures annually or as often as your personal information changes** including any changes to insurance. We need this information complete for each patient so we can submit to labs, imaging facilities, specialist referrals, etc... Additionally, acknowledgement of Privacy Practices is mandated by the Federal Government and is required.

It is also our practice policy to **obtain weight, height, blood pressure, temp pulse and various screening questions at**

every visit. If you are sensitive in one of these areas, please let your medical assistant know and we will not tell you the reading and/or result.

It is our practice policy and the policy of every Provider at Pinon that **we require an annual physical for every patient**. The Annual Physical and Wellness Exam policy will be strictly enforced. Annual Physicals are 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 completed a Physical Exam during a New Patient visit – this will need to be scheduled separately.

For your convenience, our staff will **attempt to send a reminder for Annual Physicals**. Please make sure you have an active email on file for these reminders. However, 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 our 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 a Federal Law will be strictly enforced for all patients 18 years of age and older, regardless of who holds insurance.

PFP requests all **patients 18 years of age and older to be active users of the Patient Portal**. This is our preferred method of contact regarding normal test results, normal imaging results, services due, patient statements, rx refills etc... If you do not wish to use the patient portal, we can inactivate it however, it's all or nothing. If you are "active", lab results will go to your patient portal. Parents can access a child's portal account through the age of 12. 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. ****The patient portal will be our primary means of sending patient statements and making credit card payments****

***Please note that while you are able to send non-emergent/urgent questions or concerns through the portal we are not able to respond outside of normal business hours, on weekends or holidays. **The patient portal is not monitored for urgent or emergent concerns**. Should you need immediate attention, please contact the office during normal business hours or call 911 for Emergency.

Important numbers: Main Line – 303-948-2676

- Schedule or cancel an appointment –option 3
- Refill a prescription – contact pharmacy/patient portal
- Non-urgent question/concern – option 7 or patient portal
 - To access the Patient Portal – www.pinonfamilypractice.com > Our Patient Portal
- To reach the after-hours, on-call Provider – 303-948-2676
- Billing - ?/statements/payments – patient portal or option 5
- Referrals – select ext 110