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**OFFICE POLICY**  
**To Better Serve Our Patients**

**Dr. Oscar T. Ortiz, Dr. Ronald B. Villanueva, Dr. Francisco Cruz, Dr. Ahmet S. Can, Dr. Leslie Madrid and Staff** wish to serve all of our patients to the best of our ability. Due to the extreme volume of patients and patients' needs, the following policies have become necessary to help us better serve all our patients. It is important that you do your best to follow these policies. We appreciate your anticipated cooperation and look forward to serving all your needs better.

**Appointments**

We try to remind all of our patients of appointment at least 1 day prior. **This is just a courtesy call.** It is ultimately the patient's responsibility to remember their appointment. **24-hour notice** is required when cancelling an appointment. A "NO SHOW" fee of **\$50** will be charged if you fail to notify the office. Your appointment will be rescheduled on the next available time.

**Blood Glucose Diary**

Patients who require monitoring their daily blood glucose reading should either mail, fax or bring their readings/log to the office every 2 weeks or as instructed by their doctors. Our office can also download your meter readings. In cases of fluctuating blood sugar, readings maybe called in the office. We will notify you if there will be any changes in your medication.

**Laboratory Work and Testing**

Prescriptions are given for blood work or testing and it required to be done **prior to your next visit** or as directed by your Doctor. It is the patient's responsibility not to lose the prescription.

If you fail to have tests done, your office visit will be cancelled and will be rescheduled at the next available time.

Test results will be discussed at the time of visit. Exceptions are made as needed by the Doctors only.

**Insurance**

It is the patient's responsibility to verify their insurance coverage and to understand the extent of that coverage. If a claim is denied, **payment must be sent.** It is your responsibility to follow it up with your insurance.

We will charge patients an additional \$10 to cover our billing cost, for copay not paid on the time of visit. Your contract with your insurance company clearly states that copay is due at the time of service. We do not bill patients for copay.

**We accept cash, checks and credit/debit cards. Returned check fee is \$25.**

**Referrals**

If your insurance requires referrals, it is your responsibility to know when a new referral is needed. Referrals must be obtained from your primary physician's office. If you do not have proper referral, your claim will be denied and you will be responsible for paying the cost of that visit. **There is absolutely no exception.**

**Prescriptions and other Diabetic Supply**

Prescriptions will be given to the patients at the time of the visit. Patients now have the option to transmit prescriptions electronically. Request for a refill will have to be called in to the pharmacy by the patient.

Prescriptions will be refilled during office hours and not on weekends and holidays as reviewing the chart is required.

Prescriptions will be refilled only for 1 month if patient cannot show up for the required follow up visit for any reason and further refills will not be made unless the patient is seen.

### **Pregnant Diabetic**

**We do not follow pregnant diabetic in the office.** Kindly inform the office as soon as possible, and you will be referred to a perinatologist. In the mean time, the Doctors will manage the blood sugar until the perinatologist initially sees the patient.

### **Record Release**

Patients who need copies of their records will need to give at least **72-hour** notice and must pick up the copies at the office and sign the **release form**. We do not mail records.

Patients transferring to another physician will need to have the new physician send us a Record Request Form and should give the office **7 days to process** this.

### **Prior Authorization**

Some of Medication, Laboratory and Imaging study require prior authorization. It usually takes 1 to 2 week turnaround time, depending on the insurance companies. The pharmacy, laboratory, or the imaging facility will contact the patient directly once they are approved.

### **Communication**

All emergency calls should be directed to 911.

All questions to the Doctors will be answered by the Medical Assistant during normal business hours. Medical assistants will try their best to answer patient questions/clarifications on the phone. If discussion with the Doctor is required, an appointment will be scheduled.

### **Compliance**

It is very important for patients to follow instructions given by their provider accurately and in a timely manner. The following situations are considered **MEDICAL NON COMPLIANCE** by the practice and will be recorded as such in the patient chart.

- a. If the patient does not do labs or imaging tests that have been ordered by the physician within reasonable time.
- b. If patient does not keep appointments
- c. If patient does not show up for follow-up appointments on 2 occasions consecutively
- d. Failure to take prescribed medications accurately and failure to check blood sugars as ordered

After reviewing this, kindly sign the 2<sup>nd</sup> page of the **Registration Form**. That will state that you have read and understood our office policy. Thank you.