



Sapphire Health and Wellness OFFICE POLICIES

Please carefully read each statement below and sign to indicate understanding of SHW policies.

- 1. PRESCRIPTION REFILLS:** Contact the pharmacy for refills on any medication at least one week prior to your last dose. All prescriptions including narcotic medication are sent electronically throughout the day.
- 2. LABS, X-RAYS & SPECIAL TESTS:** Please allow up to 7-10 business days for a results to be posted to patient portal or called back. Significant abnormal results will be called to patients immediately after **Provider Review**. Patients should always hear from us on any test results, whether it is by patient portal or phone. Please do not assume your tests are normal if you do not hear from us. Call and leave a message if you have questions, and we will contact you.
- 3. LAB REQUISITIONS (orders):** Any patients with a lab request from a specialist, must go to the appropriate lab to have their blood drawn. Sonora Quest is located on the 2nd level of this complex.
- 4. REFERRALS:** It is your responsibility to make sure specialist are in network. Please notify our office immediately prior to your appointment with the specialist's information to complete the referral. If you go without your referral, you may be responsible for bill. Prior authorizations for medications, etc. are done online. Insurance companies have a turnaround time from 72 hours up to 10 business days.
- 5. MESSAGES/CALLBACKS:** Messages for a provider, can sent through patient portal or by calling our main number. Calls are prioritized and called back within 24 for urgent and up to 72 hours for non-urgent.
- 6. FORMS:** All patients needing forms to be completed **must** make an appointment with their provider at our office, and bring the forms to be completed to their appointment. **Additional charges** will be applied on top of copay for filling out of outside paperwork.
- 7. SPORTS PHYSICALS:** Sports physicals are required to pay a \$50 fee to cover the cost of your co-pay and form completion fee. Please bring your child's sports physical form from their school, along with their immunization records to their appointment. Should you forget the form, you will need to drop it off and we will call you when the form is completed, for you to return and pick it up.
- 8. CO-PAYS/DEDUCTIBLES/PRIOR BALANCES:** All co-pays, deductibles, and prior balances will be collected at time of check in. You have agreed to this arrangement by virtue of your health plan. We accept Debit Card, MasterCard, Visa, Paypal, Venmo, and cash. Small bills are greatly appreciated. Any co-pays not taken care of at the end of the business day, are billed an additional \$15.00 fee. Any patient who makes a co-pay but has an outstanding balance, the co-pay will be applied to your outstanding balance, in order to keep you out of collections.
- 9. MEDICAL RECORDS:** All patients/legal guardians must sign an SHW disclosure form. Athenahealth scans all records. If you have any questions, please log on to your patient portal for access.
- 10. MISCELLANEOUS:** If you are late for your appointment, you may be asked to reschedule. If you do not call to cancel your appointment 24 hours prior to the appointment, you will be charged \$25.00. Should our provider on-call give you after hour's medical advice, or a phone consultation, you may be billed. New patients must present a photo ID for their chart, for identification purposes. Insurance card and driver's license are required at every office visit.

I have read and received a copy of SHW Office Policies and agree to follow them.

Patient's Signature

Patient's Name Printed/DOB

Date Received

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