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## US PRIMARY AND URGENT CARE OFFICE POLICIES

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Thank you for choosing US primary and urgent care, these policies are to inform patients. We are available to help clarify any of our policies. We strive to provide patients the highest quality of care and customer services we appreciate your feedback to improve services and address any personal concerns regarding your medical care and office experience.

US Primary and Urgent Care provider:

Ahmad Ziaie, M.D.

### Our mission

Our primary mission is to provide the standard of care and the highest quality of health care to our patients with scope of Family Medicine

### Office hours:

Monday – Friday: 8 AM to 7 PM and Saturday 8 AM to 3 PM (call just in case of changes)

We offer both walk-ins, same day appointments, and scheduled appointments.

### Prescription refill policy

Medications:

We have zero-tolerance for errors related to patient prescriptions and medications. Please read the following prescriptions refill policies carefully:

- So that US Primary and Urgent care provider and staff can focus their time and attention to patient care, I will make every effort to have medications filled at the time of office visit.
- Patients to bring prescription bottles or a detailed list of medications to each appointment
- Follow up is required for the patients with chronic medical conditions, maintenance medications such as: blood pressure, diabetes, cholesterol and thyroid will be approved if the patient has an office visit within the last 3 months. It is important to keep our scheduled appointments to ensure that you receive timely refills. **No shows or cancellations will result in a denial of refills.**
- Uncontrolled chronic medical conditions meds are refill only during office visits.
- Antibiotics refill is not authorized, they require office visits.

- For safety reasons, the office does not accept auto-generated refill requests from the pharmacies as the doses/medications are often incorrect or discontinued.
- The patient requests a med refill by the patient portal or speaks directly to a member of the office staff, during normal business hours.
- Patient needs to keep all follow-up appointments as recommended so that medications and any relevant lab work can be monitored.

Controlled substances: We do not provide chronic pain management services with controlled substances or narcotics. Any chronic pain needs or other medical conditions requiring long-term controlled substances treatment will be referred to providers who can better manage your health care needs.

Medical records: to ensure the accuracy and safety of your medical information all of our medical records are in digital format. Copies of your medical records are available to you with a signed medical release. We do not charge for a doctor to a doctor medical record fax transfers. However, we do charge \$1.00 per page for personal copies of records and or/any documents that are printed.

Identification: all patients will need to bring their current drivers license or valid photo ID and updated insurance card to each appointment. We depend on accurate information to file your insurance claim. To protect your privacy, employees are requested to seek secondary identification from all patients in person or over the phone to correctly verify the patient.

Insurance: If you have a deductible, which has not been met, or your insurance deems your visit as a non-covered service you will be responsible for the balance. The term of your insurance policy is between you and your insurance company. All co-pay or deductibles will be collected before your office visit.

Patient portal: we welcome our patients to register for our patient portal where you can communicate with our staff. Please ask for further information if you are interested.

Patient dismissal: We sincerely hope that we never have to part ways with a patient. However, extenuating circumstances may make this necessary. If this occurs, you will be notified by certified mail of this –negotiable decision. You will have 30 days to find another doctor during which we will continue to offer urgent care services only.

Laboratory information and policies: lab specimens obtained in the office can be submitted to Lab CORP, Quest diagnostics or INOVA laboratories depending on your insurance participation with each lab

- Many insurance companies will not pay for tests that they feel are "not medically necessary"
- If your provider feels they are; each insurance company has its definition of medically necessary.

- In general, questions regarding bills you receive from laboratory facilities should be directed towards the lab or your insurance carrier
- If you receive a request for information for your insurance company, please complete and return the request immediately. Delay in payment from the insurance company may result in a transfer of responsibility from the insurance company to the patient.