

# MGNC Medical Group of North County

## OFFICE POLICY

Welcome to Medical Group of North County. We are pleased you have chosen us as your primary care physicians. Please read the following office policies to help insure all aspects of your medical care is handled effectively and with out unnecessary delay. To familiarize yourself with our office please visit our **Web site@ MGNC.NET**

## OFFICE HOURS

The office is open to patients from 8:15 a.m. to 5:00 p.m., Monday through Friday, except for major holidays. Our **LAB** is open 8:30 to 4:30 Mondays through Thursday. Fridays 9:30 to 4:30. We are not open weekends.

## CALLS DURING OFFICE HOURS

We can often meet your needs with advice or instructions over the phone. Each of our physicians has their own medical assistant and voicemail system. To save time, travel and the cost of an office visit, we encourage you to call the office and ask to speak with your physician's assistant. ***If she is not available to take your call*** then our receptionist will offer you her voicemail. The voicemail messages are retrieved several times during the day and will be answered in order of urgency. If you feel this is an emergency or if you need to schedule an appointment please inform the receptionist and she will help you. Non-urgent calls will be returned within 24 hours.

***DO NOT LEAVE EMERGENCY MESSAGES ON THE VOICE MAIL SYSTEM.***

## SCHEDULING APPOINTMENTS

***WE SEE PATIENTS BY APPOINTMENT ONLY.*** If you are ill and wish to be seen, call ahead for an appointment, this will minimize your waiting time. We will always try to accommodate your appointment to your medical needs and schedule. If you need to be *seen on the same day* as your call and if your usual physician is not available to see you, then you will be offered an appointment with one of the other physicians in our office who have available time in their schedule, or with our Nurse Practitioner.

## COPAYS

Insurance co-pays are due payable at the time of your visit. We accept cash, check or Master Card. There is a \$25.00 administrative charge if we bill you for unpaid co-pays.

## PRESCRIPTIONS AND REFILLS WE REQUIRE 48 HOURS FOR REFILLS

If you need a new prescription called to a local pharmacy please leave this request on the voicemail system. Please provide us with the pharmacy name and phone number, the medication name, milligram and how many times you take this medication daily. If you are requesting a written Rx to mail away, most mail away RX's are for 90 day supplies. We will send the written RX to your home. We do not fax prescriptions to mail service pharmacies. Some types of medications require that written prescriptions be picked up at our front desk. Medications requiring *prior authorizations* frequently take up to 7 days to be processed by your insurance company.

**REFILLS.** Most of the pharmacies in the area are aware how to obtain prescription refills. If the pharmacy states that they have called us and that they are waiting on a call back for an approval from our office, please ask them to refax the request if it has been more than 48 hours. **NO NARCOTICS OR SEDATIVES** are prescribed or refilled after hours or on weekends.

**LAB RESULTS** Due to the high volume of daily labs we review, we will not be notifying you of “normal” lab results. You will certainly be informed of anything “abnormal” either by mail or phone depending on the test result. If you must have a copy of your labs please provide our office with a self addressed, stamped envelope and we will mail a copy to you.

### **CALLS AFTER HOURS OR WEEKENDS**

We have a physician on call at all times when the office is closed. We request that you reach this physician BEFORE seeking medical attention for a NON- LIFE THREATING EMERGENCY. To reach the on call doctor, which is usually one of our physicians, dial our regular office number (760) 598-1776, a recorded message will instruct you to press “0” or stay on the line and a phone operator will answer your call. She will contact the physician on-call and you will receive a call back. Please have the following information available.

1. A brief description of your symptoms
2. Any chronic illness that you have.
3. Your current medications
4. Any allergies to medications
5. The name and phone number of your pharmacy.

If you have a HMO insurance plan then the above information is very important, as you are required by your plan to get verbal authorization from a physician BEFORE you seek medical attention for a NON-LIFE THREATING event. If this is not done prior to your treatment by an outside facility, then you may be responsible for the bill.

If you are out of town (more than 25 miles from home) and need medical attention, then call the emergency phone number on the back of your insurance card, they will instruct you where to go for help; do not call your physician.

### **MISSED APPOINTMENTS**

Please call the office 24 hours in advance if your are unable to keep your appointment, as we appreciate the opportunity to offer your visit time to another patient. We will make every effort to contact you two days prior to your appointment to remind you of your visit but it is your responsibility to reschedule if conflicts arise. If you arrive more than 15 minutes late for your scheduled appointment time, you most likely will have to wait to be seen until the schedule permits you time with the doctor or nurse practitioner or may be necessary to reschedule. There may be a \$35.00 charge for appointments not cancelled 24 hours prior. If you miss more then 3 scheduled appointments without notifying the office ahead of time that you will not be keeping your appoint, then you may be asked to find a new physician.

### **REFERRALS**

In most cases, you will need to see your doctor or the nurse practitioner in order to get a referral initiated. From that point, please allow 7 to14 days for the referral to be processed. You should receive notification in the mail that your request has been approved. If after 14 days you have not received written notice then contact your physician’s assistant through the voice mail system.

**Specialist offices are responsible for obtaining any referrals for additional tests or follow up appointments.**