

Dr. Michael Lacey

Patient Policies & Procedures

Thank you for choosing Drs. Lacey for your neurology care needs. This document is to provide information for new and existing patients regarding our policies and procedures.

Appointments

- Appointments are generally scheduled Monday through Friday from 10:00am – 3:00pm.
- New patients must arrive 15 minutes prior to their first appointment to check-in and to complete our new patient paperwork. Please remember to bring your picture ID and insurance card with you.

ALL APPOINTMENT REMINDERS ARE PROVIDED AS A COURTESY. YOU ARE RESPONSIBLE TO REMEMBER AND KEEP YOUR APPOINTMENT REGARDLESS OF WHETHER YOU RECEIVED A REMINDER OR NOT.

Cancellations

If you are an existing patient and are unable to keep an appointment, please notify the office as soon as possible, preferably 24 hours prior to the appointment. This courtesy allows us to give appointments to another patient. If you do not cancel your appointment within 24 hours of your scheduled appointment a \$50.00 fee will be charged to your patient account balance.

No-Shows

A ‘no-show’ is someone who misses an appointment without canceling within 24 hours of their scheduled appointment time. Failure to present at the time of the scheduled appointment will be recorded in the patient’s record as a ‘no-show’.

If you do not show up or if you do not cancel your appointment within 24 hours of your scheduled appointment a \$50.00 No Show fee will be added to your patient account balance.

When three (3) ‘no-show’ appointments have been documented you will receive a letter from the physician discharging you from the practice.

We will offer 30 days of emergent care only and transfer your records when you find a new physician.

Prescription Refills and Samples

When you are being seen by your physician, please remind him to refill your medications at the time of your visit. He will provide you with a sufficient number of prescription refills to cover you until your next appointment. Please remind your doctor to refill all prescriptions at the time of your appointment to prevent a lapse in medication.

You must contact your pharmacy directly for more expedient prescription refills.

We do not refill medications after office hours, on weekends, or on holidays.

Please allow your pharmacy up to 48 hours to process your refill request. The pharmacist may need to check with your physician.

If your insurance company requires a prior authorization please allow 5-7 days for approval and refill.

Please do not call our office and leave multiple messages about your refill as this will only delay the process of completing your refill request.

Some prescriptions cannot be refilled if you have not seen your physician within the last 12 months.

If you have mail away prescriptions, please allow 7-10 business days for the necessary forms to be completed. It is very important you plan ahead with mail away prescriptions to allow us adequate time to get all the paperwork completed.

Laboratory and Test Results

Your doctor must review all laboratory/tests results before they are released to the patient and filed in chart.

Your doctor will report abnormal results or reports on special procedures or biopsies as soon as they are available. If you have not heard from us within 7-10 days, please call our office.

Medical Records

Please note that requests for any health information cannot be processed without a signed Medical Record Release from the patient or legal representative.

A fee may be charged for this service.

This service is outsourced and processed weekly.

Please allow up to 10-14 business days for your request to be processed.

Forms Completion Policy

Completing paperwork for schools, camps, the Family Medical Leave Act (FMLA) claims, long-term care, life insurance, the Department of Veterans' Affairs, disability claims or other purposes goes beyond routine medical care. Therefore, it cannot be billed to your insurance company. Since all forms require our signature, we are personally responsible for the accuracy of the information provided. Incomplete or inaccurate information may have far reaching consequences

for your case. Filling out forms thus requires careful consideration and considerable amount of our time.

Therefore, it is our office policy to charge for the completion of any form. The rate is usually between \$50 to \$100 and we ask that you pre-pay for this service. Please contact the office for specifics prior to sending any forms.