



## MERIDIAN PRIMARY CARE

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### **Meridian Primary Care Office Policies**

We know choosing the right family physician is an important decision. We appreciate the opportunity to get to know you and your family, and to work with you towards better health.

1. **Office Hours:** By appointment only. Please note that Wednesdays we do not open until 11am .
2. **Co-Payments:** Due at time of service.
3. **Insurance Cards:** Please present your insurance card and prescription card to the front desk when checking in. If your insurance changes, please be sure that the appropriate Doctor's name is on the card. Always give your insurance card to the staff to make a copy when you receive a new insurance card. You can see any provider in the practice, regardless of which physician's name in our practice is listed on your card.
4. **Account Balances:** Minimum payment is required for account balances or you may be asked to reschedule your appointment until payment options can be arranged. We do set up payment plans and do ask that once you sign the payment plan please honor it.
5. **Tardiness:** If you are late for your appointment, you may be asked to reschedule.
6. **No Show Policy:** Failure to attend 2 appointments without proper notification may result in your discharge from our practice. Appointments must be cancelled 24 hours in advance or you will be responsible for a \$25.00 No Show Charge.
7. **Prescriptions:** Call at least 3 days before you run out of medications. If you use a mail order pharmacy, we will need your prescription card so we can enter the correct pharmacy into the computer.
  - a. Only the physician can change the way medications are prescribed. If an increase in the dosage is needed, you must clear this with the physician.
  - b. Medications will NOT be filled early because you adjusted the dose yourself.
  - c. It may take up to 48 hours for your prescription to be refilled.
8. **NARCOTIC PRESCRIPTIONS:** As a general rule, WE DO NOT PRESCRIBE LONG TERM NARCOTIC or OTHER CONTROLLED PRESCRIPTIONS. We do not call in narcotic or other controlled medications over the phone. Prescriptions will not be written until date due- regardless if your medication was stolen or lost, vacations, police reports.

9. After Hours Issues: If you need to get in touch with a physician after hours or on weekends for an emergency, please call our office number and the answering service will direct you to the on-call physician. Our office shares on-call duties with several other physicians, so you may end up speaking with a physician who is not familiar with your medical history. PLEASE NOTE THAT ON-CALL PHYSICIANS WILL NOT PRESCRIBE NARCOTICS OR OTHER CONTROLLED SUBSTANCES, CANNOT REFILL PRESCRIPTIONS, OR GIVE NOT-STAT LAB RESULTS. Please call during regular office hours for these or other non-emergency issues.
10. HOSPITAL: If admitted to Union Hospital you will be followed by a hospitalist. Your information will be forwarded to us for follow up care after discharge.
11. Test Results: Our office receives a large volume of test results daily. We will call you only if you have abnormal test results. Please feel free to call us during business hours if you are concerned or if you would like to hear your normal results.
12. Referrals: Please call our office at least 3 days before any appointment with a specialist if your insurance requires a referral.
  - a. We need the physician's first and last name, their phone number, and fax number, their NPI #, reason for the visit(diagnosis), and the date of your appointment.
  - b. When you see your specialist, please have them send information about your visit to our office and request copies of any test be sent to us.
13. Important Documents: Please provide us with copies of your LIVING WILL, ADVANCED DIRECTIVE, POWER OF ATTORNEY, or any other legal documents related to your healthcare or wishes.
14. The following actions may result in discharge from our practice:
  - a. Failure to attend appointments without proper notification.
  - b. Infringing on rights of others.
  - c. Failure to conduct yourself in an appropriate manner.
  - d. Failure of drug testing authorized by yourself.

OFFICE POLICIES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTIFICATION.

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