

**Family Care Clinic Policies**

1. **Medication Refills:** Please contact your pharmacy directly to fax a refill request for your prescription. After you have requested the prescription please allow 48 hours for our office to respond. We may not contact you to inform you that your prescription has been refilled. Please call your pharmacy if you want to know the status of your refill. Please note that if you wait to contact your pharmacy until you have already taken your last pill, there is no guarantee your prescription can be refilled that same day.
2. **Appointment:** We strive to see our patients in a timely manner. Therefore if you are more than 10 minutes late you may be asked to reschedule your appointment. If you are unable to make your appointment please notify the office 24 hours in advance. If you miss an appointment or cancel your appointment in less than 24 hours then this is considered a “no-show”. After 3 no-shows you will no longer be seen at this clinic.
3. **Messages:** All messages received will be answered as time allows. Due to scheduled patients during the day, the nurses generally do not have time to answer or respond to phone messages before 5 p.m. If you feel that it is urgent to speak with them, please schedule an appointment. We appreciate your patience.
4. **Record Release:** Due to Federal HIPAA regulations, a fully completed records release form must be completed prior to any records release. A reasonable fee for copying and postage may be collected before records are released. Please allow 48 hours for any records release request.

**I have read and understand the Family Care Clinic’s policies.**

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**Signature of patient or responsible party Date**