

Practice Policy Summary

As a patient at San Diego Medical Group, we want you to be aware of how your care will be delivered. It may vary from that of other medical practices. Be aware that:

- **We may not have all of your medical records on file before your first visit.** In order to facilitate establishing you as a new patient, we will need all of your records from your previous provider. If you would like us to wait for all of your records to arrive prior to the first visit, please communicate this to us when scheduling your appointment.
- **Generally, we do not prescribe chronic pain medications.** Our practice is determined to prevent prescription drug abuse and dependency. As a result, no refills or new prescriptions for narcotic pain medications will be given to a new patient in our practice without meeting with you and reviewing your medical history. Continuation of narcotics is not likely, but may occur in rare circumstances, such as cancer-related pain, at discretion of your new provider. We also reserve the right to dismiss patients who fail to adhere to practice guidelines for chronic pain management.
- **We have adopted a Care Team as our care delivery method.** Your Primary Care Provider (PCP) will oversee the delivery and coordination of your care. The Care Team Staff will be directly involved in the implementation of your care. The Care Team Staff consists of the Office Manager, the Utilization Review/Quality Assurance Registered Nurse, the Medical Assistants, the Referrals Coordinators, the Chronic Care Manager Licensed Vocational Nurse and the Medical Receptionists. Other office Providers will work closely with your PCP to ensure that your medical care is timely and personal. Although most visits will be with your PCP, you may see another office Provider if your PCP is unavailable. The goal is to provide better access through coordinated team-based care without sacrificing the intimate patient-provider relationship.
- **Communicating changes to your insurance is your responsibility.** If you fail to communicate changes in insurance, you may be responsible for paying your medical bill. Insurance companies often have particular requirements for documentation and billing and failure to meet these requirements may result in your claim being denied. If we don't meet requirements because you failed to communicate a change in benefits, you will be required to pay that bill.
- **Failure to show for an appointment may result in fees.** We strive to be accessible and on-time for our patients. We ask that you are respectful of our time by arriving early for your appointment and by informing us if you are unable to come. We ask that you notify us of changes in your appointment or cancellations at least 2 business days in advance. Failure to show for an appointment without prior notification result in \$50 fee. Recurrent no shows may result in termination from the practice.
- **Allow three business days for prescription refills.**
- **Understand that narcotics will not be filled early or on weekends.**
- **Allow up to five business days for a return of labs.** If your lab results are non-urgent, it may take a few days for your results to be returned. If the results are urgent they will be returned more quickly.
- **Please use our Patient Portal.** The Patient Portal allows you to send secure messages to the office, request and cancel appointments, request medication refills, view your medication

list, lab and imaging test results, and more. To set up your Patient Portal account click here [Portal Login page](#) or ask to be Web Enabled at your next office appointment.

- **Please be familiar with your medical insurance benefits.** Be prepared to pay any copays, deductibles and/or co-insurance.