



Office Policies

We would like to thank you for choosing Kanan Medical as your medical provider. We look forward to providing you with excellent service and a high quality of healthcare.

Appointments: We see patients by appointment only. We strive to make same day appointments available for urgent or sudden illness; however, we cannot guarantee that you will be able to be seen on the same day or by your regular provider.

After Hours: For life threatening emergencies please call 911. If you call after normal business hours, you will reach our answering service. Please leave a detailed message with them and we will return your call as soon as we possibly can the following business day.

Urgent need or sudden illness: We have a limited number of same-day appointments available each day. Please call early in the day, as these spots fill up quickly. If there are no available appointments with your physician, the receptionist will offer an appointment with another provider if available or transfer you to the medical assistant to assist you. The medical assistant will discuss your needs with a physician and determine what action should be taken at that time.

Cancellations: Please call or log in to your patient portal to cancel within 24 hours if you are unable to make your scheduled appointment. This allows to provide that time slot to another patient. **Patients will be charged \$35** for no-shows or same day cancellations and may be dismissed from the practice for frequent no-shows.

Appointment Times: We aim to see every patient in a timely manner for optimum patient satisfaction. We understand your schedule is busy and that your time is valuable. Please let us know if you are waiting to be seen more than 15 minutes after your scheduled appointment time so we can ensure that you have been properly checked in. Our providers' time is also valuable so, if you are going to be late to your appointment, please call us as soon as possible. Please understand that, depending on the level of tardiness, we may have to reschedule or even cancel your appointment.

Treatment of Minors: Patients under the age of 18 must be accompanied by a responsible adult or we must have written permission from parent or legal guardian on file in order for the minor to be treated.

Lab Work: For your convenience we offer a variety of on-site lab tests. These tests are handled by one of our trained and qualified medical assistants. In certain circumstances we may send you, or the specimen we obtained from you, to a reference lab. If you require us to use a specific lab, please make sure to tell us, otherwise we will use an appropriate lab according to your insurance.

Complete Physical Exams: We believe that routine complete annual physical examinations, usually accompanied by screening lab tests, are very important for the maintenance of good health. We strongly encourage all of our patients to be thoroughly assessed every year.

Medical Team: During your visit you will encounter not only your provider, who may be an MD, NP, or PA, you will no doubt come into contact with a Medical Assistant who is an integral member of the professional team. The Medical Assistant is usually the staff member that will take you from the waiting room to an examination room. She or he will take your vitals, take down a brief history of your current complaint and prepare you for any procedures that are taking place during your visit. Other roles of the Medical Assistant are to administer any necessary injections, perform ear lavages, perform ECG's, remove sutures, return patient calls amongst other things. They work under the supervision of the providers. You will also encounter a medical scribe, Medical scribes record and document your exam, prescriptions, lab orders and enable your physician to provide you with face to face care.

Triage: A triage is the process by which the medical receptionist handles patient request when they do not have an appointment. Information will be taken by the receptionist, passed on to a provider or a Medical Assistant for review, and appropriate action will be taken. Please note that the request may not be reviewed until the providers have finished seeing the last patient of the day. If you have an urgent matter, please make sure the receptionist is aware of the urgency and the request will be prioritized accordingly.

Test Results: If the provider orders any kind of testing, please ensure that you schedule a follow up appointment 7 to 10 days after your procedure to review the results. Please note that most results will not be given over the phone, and while we make every effort to inform you that the results are available, it is ultimately the patient's responsibility to call the office to ensure that the test results are in the office before the follow up appointment.

Prescriptions and refills: The best time to get a prescription refill is at your appointment. Please bring a current list of all your medications with you to your office visit so that we can verify our records and so that refill requests do not get overlooked. Be sure to check with your pharmacy to see if you have refills available. If you need to call for refills do not wait until you have run out of medication. Most refills require the doctor's approval. Please allow 72 hours for your request to be processed. Some medications have potential side effects that must be monitored. We require regular checkups for these medications in order for you to continue receiving prescriptions. Some prescriptions cannot be called in. The prescription will be submitted electronically to pharmacy on file. Note: prescriptions for controlled substances and/or refills on controlled substances always require an appointment.

Records Request: Prior to releasing medical records of any kind our office we will need have a the Medical Records Release Form filled out for each request.

Samples: We will sometimes offer you samples to help you try out a new medication before you purchase it. Remember that samples are not a long-term way to fill your prescription. We may not always have samples of your medications available so please do not rely on this as a long-term solution.

Narcotics: We do not prescribe narcotics for long-term use. We do not call in narcotics to the pharmacies. If you use narcotics for chronic pain, we will refer you to a pain management specialist.

Referrals: Referrals are handled by our referral department. Usually this will be taken care of on the same day as your appointment, however it can sometimes take 2 to 3 days, depending on your insurance and/or the urgency of your situation. Someone will contact you as soon as the referral authorization is obtained. As a patient, it is your responsibility to ensure that the specialist accepts your plan. Please understand that it can sometimes take a few weeks to get an appointment with a specialist.

Dismissal: If you're dismissed from the practice it means that you can no longer schedule appointments, get medication refills or consider us your primary care physicians. You are responsible for locating a new provider.

Common reasons for dismissal:

- Failure to keep appointments/frequent no-shows
- Noncompliance, which means you refuse to follow the physicians instructions regarding your health
- Abusive to staff
- Failure to pay your bill

Dismissal process: In the unfortunate situation that a dismissal becomes necessary, we will provide you with a letter notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this letter, we are obligated to see you if an appointment is available. Following those 30 days you will be required to attend another practice for your ongoing health needs. Your records will be released to your new provider once you have signed and returned to us a release of medical records form that will be enclosed with your letter of dismissal.