**Heartland Endocrine Group Clinic Policies Agreement**

Welcome to Heartland Endocrine Group!

These office policies reflect what you can expect from us and what we expect from you. They are designed to optimize your healthcare experience with our practice. We sincerely appreciate you reading them carefully. Then print, sign, and bring with you during your initial visit. In order to get the best care we can provide, please complete the enclosed registration forms and bring them with you to your first appointment. Please arrive and check in **at least 15 minutes** prior to your appointment time so we can complete the initial registration process. **If you have diabetes,** please bring the following with you: your blood glucose meter OR your blood sugar readings for the past 30 days, your medication list OR your medication bottles and insulins (if you use insulin)

If you have further questions or need to change your appointment, please feel free to call the office at **563 424-6306**.

1. HOURS OF OPERATION Our office is open Mondays, Tuesdays, Wednesdays and Thursdays from 9AM to 4PM. Office visits are by appointment only and can be at other times by mutual agreement.

2. OFFICE CONTACT Phone and email are the best ways to communicate with us. Dr. Figaro is available for questions or problems concerning your care 24/7. Please call 563 424-6306 and leave a message. You can also send an email through our patient portal or directly to info@heartlandendocrinegroup.com. Urgent messages will be returned on the same day. Non-urgent calls and emails will be returned within 72 hours. We understand that on occasion a text message may be necessary. But please, we discourage text messaging as the main form of contact with our office to safeguard your medical information.

3. APPOINTMENTS We will do our best to confirm your appointment 48 hours prior to your scheduled visit using our reminder system. Please call or email us if you have an appointment yet we have not confirmed with you or if you would like to cancel an upcoming appointment. At **563 424-6306.**

4. MEDICAL RECORDS Requests for medical records are charged as stipulated by the Iowa Medical Society ($1 per page) to help cover the cost of labor and supplies. Our office will return all requests for medical records. However, it may take between one and three weeks to fulfill non-urgent requests.

5. GLUCOSE TEST SCRIPTS Most requisitions for medical testing are provided at the time of your visit and prior to your follow-up visit, based on your particular needs and treatment as determined by Dr. Figaro. On occasion, we might need to send you a requisition between appointments. Any other requests for glucose test scripts or other supplies outside of an office visit will be charged at $25 per script.

6. PRESCRIPTION REFILLS During your visit, we will make plans for future follow-ups and provide you with enough medication until at least the next follow-up.

7. TEST RESULTS We will always call to review your blood test results (unless we have made arrangements for a follow-up visit to discuss them). If you do not hear from us seven days after your test is complete, please call our office with your name, return phone number and the lab or imaging study you are enquiring about.

8. MEDICAL QUESTIONS A request for medical information or new or revised treatment protocol shall be considered an appointment and you might be asked to make a follow-up visit either by phone or in person.

9. GROUNDS FOR DISMISSAL Failure to reschedule or keep an appointment on two occasions creates an unfortunate burden on the practice and our ability to serve the broader patient community. We therefore consider such to be grounds from dismissal from the practice. Appointment no-shows (late notice <24 hours) are also grounds for dismissal from the practice.

I have read, agree and understand the Heartland Endocrine Clinic Policies and by signing below I accept these responsibilities.

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(Signature of Patient or Patient’s Legal Representative)

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(Printed Name of Patient or Patient’s Legal Representative)