

Capital Family Practice

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Board Certified Family Practice
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(703) 352-0500 Fax (703) 352-0669

Patient Information and Guidelines

Welcome and thank you for selecting Capital Family Practice as your healthcare provider. Our mission is to offer the highest quality care in a comfortable, safe, and efficient manner. Listed below are some guidelines for your review. Please take a few minutes to read them carefully. If you have any questions or need further information, our office staff will be happy to assist you.

-Health Insurance-You are responsible for familiarizing yourself with the provisions of your health insurance plan. It is impossible for our office staff to be familiar with all health plan requirements. We require a **current** insurance card from each patient prior to office visits. Insurance information found to be not current may result in your receiving a bill from our office for services rendered. Questions concerning what your health plan does and does not cover should be directed to your insurance provider.

-Co-Payments-Co-payments must be paid upon arrival for your office visit. We accept cash, check, and VISA/Mastercard. Debit cards are also accepted.

-Tardiness-Please arrive at least 15 minutes prior to your scheduled appointment time. This will allow the receptionists to verify all your information, and will not interfere with your time with the doctor. Arrivals later than this may result in your being asked to reschedule for another time. We seek to respect the time of all our patients, and arriving late could cause the next patient inconvenience. We strive to keep our schedule on time to show respect for our patient's time.

-Cancellations/Missed Appointments-We request patients unable to keep an appointment contact our office at least 24 business hours prior to the scheduled appointment time to cancel or re-schedule. Patients who do not contact the office to cancel or re-schedule their appointments within this time frame may be billed **\$85.00** for a 15 minute missed appointment/**\$170.00** for a 30 minute missed appointment.

-Medication Refills-Medication refills must be obtained at the time of your office visit. There will be a **\$15.00 fee** assessed when regularly taken medications are refilled outside of an office visit. Please refer to our medication refill guidelines for further information.

Signature of Patient or Responsible Party

Date

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To Our Patients

Administrative demands on the time of our doctors and staff have increased greatly at our practice. We are continually seeking ways to increase the office efficiency while striving to improve the delivery of the safe, effective healthcare that our patients have come to expect. A great deal of doctor time is spent responding to prescription refill requests called or faxed to the office when a patient is in need of an office visit to monitor their tolerance for the medication they are requesting. **Therefore, effective 5/1/08 there will be a \$15.00 charge per prescription for medication refills requested outside an office visit.**

Medications such as blood pressure, cholesterol, thyroid, diabetes, and anti-depressants require an office visit for every 3 to 6 months so your doctor can monitor the effectiveness of the medications and check for possible side effects. Your doctor orders certain blood tests as well as examines you to assure the medications prescribed are the most effective for you and your health condition(s). Your doctor will write your prescriptions for your medications at the time of your office visit and give them to you to be taken to your local pharmacy or sent to your mail order company for filling. You will be given sufficient supply of medicine to last until you need to come in for your next office visit. It would be helpful if you brought a complete list of your medicines to your office visit so all refills can be given. Please monitor the number of refills left on your prescriptions so you can schedule your next office visit well in advance of running out of your medication(s). Your doctor may suggest you schedule your next regular office visit when leaving your current office visit. This assures you have an appointment scheduled before your medicines run out.

Medications such as allergy, oral contraceptives, hormones, arthritis, anti-virals, etc. require at least an annual appointment with the doctor or nurse practitioner to be refilled. Your doctor will be your guide as to when your next office visit needs to be scheduled.

We regret any inconveniences this may cause. It is necessary, however, to assure patient safety as well as balancing the demands of the doctor's time so our patients may be served in a timelier manner. Of course, if your appointment needs to be rescheduled, a medication dose is changed after lab work is evaluated, or other scenarios beyond your control, these charges will not apply.

Please help us help you.

Capital Family Practice

Information Concerning Your Prescription Refills

These are some commonly asked questions concerning refilling your prescriptions at our practice. It will be helpful in assuring you allow enough time to get your medications before you run out. We will be happy to answer any additional questions you may have.

Q: If I am running out of medication, what should I do?

A: You should call us three (3) days before your medication is due to run out, if your prescription is filled locally. If you use a mail order company, please call 14 days before your medication is due to run out. You may need to schedule an office visit to get your refills.

Q. How long will it take to get my prescription refilled?

A. It takes up to 48 business hours because your medical record needs to be reviewed and your doctor's authorization is needed to approve the refill. **Please plan ahead. All cholesterol, blood pressure, antidepressants, and thyroid medications require office visits at least every 6 months. Diabetes medications need office visits every three (3) months.**

Q. What if I need a refill on a medication prescribed by another physician?

A. The refill must be authorized by the doctor who prescribed this medication unless otherwise discussed with your doctor at the time of an office visit.

Q. What if it has been a long time since I've had my prescription refilled?

A. If six months have gone by since the last refill, you will need to schedule an office visit to determine your medication needs.

Q. What if I am going out of town and need my medication and cannot wait 48 business hours?

Many of our patients are on medication treatment plans. Due to the extremely high refill volume, please plan ahead.

Q. When can I call the prescription refill line?

A. The prescription line is available during normal office hours. Messages are retrieved throughout the day Monday-Friday. Please **DO NOT** call the office to verify your message was received. We will contact you if there is any problem concerning your request. Remember, it takes up to 48 business hours to process refill requests.

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Q. Why are controlled medications (i.e.-ADD medications, pain medications) different from other drugs?

A. Very strict controls are in place for these drugs. Most of these drugs cannot be called into a pharmacy. These prescriptions require an original written prescription which can be picked up from out office once the physician had signed it. You will be notified when your prescription is ready for you to pick up.

There is a \$15.00 prescription refill charge for refills outside of a regular office visit. The charge covers administrative costs incurred by Capital Family Practice. This charge may be paid by credit card. In the event you will pick up your prescription, the charge may be paid by cash, check, or credit card.