

2009 Office Policies for Patients: Millbrook Internal Medicine

Appointment Cancellations, No Show Charge

If you need to reschedule or cancel your doctor's appointment, we kindly request that you notify our office **24 hours in advance**. **Patients are charged \$50 for a no show. Canceling your appointment the same day is considered a no-show.** Patients who repeatedly fail to show for appointments will be dismissed from the practice. Dr. Marler sees a limited number of patients a day. Our office does not overbook. As a courtesy to all patients we do give remainder calls the day before your appointment, but ultimately it is a patient's responsibility to remember their designated appointment time.

Lab and Test Results Notification

You will be notified by phone if a lab or other test result is critically abnormal, typically however, all blood tests results are left on a voicemail system (Patient Link) dictated by Dr. Marler entered under a patient's social security number. For example, if your blood is drawn at the office on Monday, Dr. Marler will dictate the results on Patient Link **5-10 business days later**. You simply dial Patient Links toll free number (**877-877-8927**), then a security code (provided by our office to you) then your social security number, and you will then retrieve a message left by Dr. Marler about your blood tests.

Medication Refills

Our office requests that all patients allow **2 business days** to process any medication refill requests. It is a patient's responsibility to call in advance when refills are anticipated. Refills will not be called in, if a patient is not following up with Dr. Marler as advised on your last appointment. Instead, a patient may be asked to return for an appointment to obtain medication refills. See our additional Office Policies Addendum for details.

After Hours, Weekend, and Hospital Coverage

Dr. Marler is **not available for patients after hours by phone**. If you feel you have an urgent medical problem you are advised to dial 911, and go the nearest hospital. If you have a non-urgent medical problem you are requested to go to an urgent care facility, such as Doctor's Care. Dr. Marler provides inpatient care at Providence Northeast. If you go to an emergency room make sure Dr. Marler is notified. If you go to any other area hospital and require admission Columbia hospitals have hospitalists to take care of you.

What Happens When Our Office Is on Vacation or Dr. Marler is Sick?

When our office is on vacation, or if Dr. Marler is sick, you are advised to go to the nearest urgent care facility (Doctor's Care, Lexington Urgent Care) for non-urgent health problems, or go to the nearest hospital for emergencies. The office will be closed during vacations, however you can still leave voicemail messages regarding prescription refills, or appointment requests. Our office is typically closed for no more than 5-7 business days during vacations. Our staff will regularly check voicemail, and under certain circumstances contact Dr. Marler directly.

Checks with Insufficient Funds, Copies of Records, Forms Needing Completion

Patients will be charged **\$30** for checks written with insufficient funds. Requests for medical records from Millbrook Internal Medicine take **10 or more business days to process**. Patients are typically charged **\$50** or more depending on the size of your record. Refer to our medical record release form for details. Patients must prepay for their record in order to be released. If you require forms or applications to be completed by our office or physician you may be charged **\$15** for processing.