

# GREENHOUSE INTERNISTS OFFICE POLICIES

updated 03.15.2020

## APPOINTMENTS

- **SCHEDULING YOUR APPOINTMENT**

Greenhouse offers both pre-booked and same day in-person and telehealth appointments. Non-urgent appointments, such as physicals, gynecological, and follow-up appointments can be requested up to 4 weeks in advance by calling the office or requesting an appointment via the Patient Portal. When you request an appointment when you are sick, you may be contacted by a triage nurse to obtain more clinical information. Although we try to schedule patients with their PCPs, you may need to see another provider for acute appointments.

In response to the coronavirus pandemic, a Covid screening will be administered each time you request an appointment to determine an in-person or telehealth service is appropriate.

- **APPOINTMENT GUIDELINES:**

- ✓ Arrive as close to your appointment time as possible to avoid contact with other patients and to help us limit the number of patients in the office at one time.
- ✓ All visitors will be asked screening questions upon arrival and temperature will be taken.
- ✓ All visitors are required to wear a mask in the office.
- ✓ Please practice social distancing while in the office- maintain a 6 foot distance from other guests.
- ✓ Only one friend or family member is permitted in the exam room with you so that we can maintain social distancing.

- **CANCELLING OR RESCHEDULING YOUR APPOINTMENT**

If you need to cancel or reschedule your appointment, please call the office or send a message through the Patient Portal at least 24 hours prior to your scheduled appointment time. Failure to cancel or reschedule an appointment may result in a \$25 no show fee. Multiple missed visits without providing appropriate notification may result in termination from the practice. **Please note:** if you develop any symptoms of Covid-19, such as fever, shortness of breath, cough, pink eye, please call us before coming to your appointment.

- **LATE ARRIVAL**

We make every effort to accommodate patients who arrive late for their appointments. However, in consideration of the time of other patients who are scheduled, patients who arrive more than 20 minutes past their scheduled appointment time may need to reschedule their visit. Arrivals that are more than 20 minutes late will be considered a missed visit and a \$25 no show fee will be **applied**.

## BILLING QUESTIONS

Our billing department will handle questions you might have regarding your bill. To reach our billing department, call 215-242-5000, option 1, and then option 5.

## BUSINESS HOURS

In response to the coronavirus pandemic, effective March 16<sup>th</sup>, 2020, our office is open Monday through Friday, 8:30 AM – 4 PM. Telehealth services are offered every afternoon Monday through Friday.

After hours, or when the phone is turned off during business hours, patients can still reach a provider for urgent situations. For emergencies, call 911 or go directly to an emergency room. Providers should not be paged for routine requests when the office is closed. Non-urgent messages can be left on our general voice mail or by sending a message through the patient portal.

## **FORMS**

Clinicians can complete all necessary and appropriate patient forms. There is a \$15 pre-payment fee for this service. Forms are generally completed within 7 business days of receipt. However, after your provider reviews the form, someone from the office might contact you for additional information or to let you know that an office visit is needed. Failure to respond to outreach may delay form completion. Patients are notified when the form is completed.

## **LEAVING A MESSAGE FOR YOUR PROVIDER**

During office hours, patients can leave a message for their provider by calling 215-242-5000. Patients are to leave enough relevant details regarding the purpose of their call so that your call is appropriately triaged. Patients can send a secure non-urgent message to their provider through the Patient Portal at any time. A provider, nurse, or other office staff will reply to your call or portal message within 2 business days or let you know that a visit needs to be scheduled.

## **MAINTAINING ACTIVE PATIENT STATUS**

To be considered an active patient, you must see a provider at Greenhouse at least once every three years. Some patients with chronic or other medical conditions may be required to see their PCP more frequently. Regular visits are important to ensure that you are getting the care you need. For example, your provider wants to be sure they are prescribing the right type and amount of medication for you, ordering the tests you need, and making appropriate referrals for you. Please be sure to schedule an appointment whenever you receive a reminder that you are due for follow up.

A patient may be dismissed from the practice if they break a controlled substance contract, if they fail to pay their patient account balance, or if they miss multiple visits without providing appropriate notification. Patients may also be dismissed from the practice if they exhibit threatening or disrespectful behavior towards other patients or towards Greenhouse employees.

## **MEDICAL RECORD REQUESTS**

Greenhouse Internists contracts with ScanStat Technologies to copy and provide all medical records requested from our office. ScanStat Technologies reserves the right to charge the medical record state fee structures as set forth in the state statute. Copy charges plus postage will be invoiced to you from ScanStat Technologies with all of the necessary directions to receive your records. There is no charge for transition or continuity of care records that are exchanged electronically from Greenhouse Internists to another medical provider, and such requests are generally processed within 48 hours.

## **PRESCRIPTION REFILLS**

Patients can request a refill through our Patient Portal or by calling the office and leaving a voice message on the Prescription Line. Requests for prescription refills, other than controlled medications,

are processed within 1 business day. Some medications require monitoring by your provider. We will call you if you need to schedule a visit before your medication is refilled.

Any patient who is prescribed a controlled medication is on a state registry. We are required to check the state registry every time a patient requests a controlled medication. Controlled medications include narcotics, stimulants and sedatives, which may include medications prescribed for pain, ADD, sleep disorders, and anxiety. Controlled medication refills must be requested two business days before the refill is needed. Prescriptions for controlled medications will not be refilled after 12 PM on Friday, or on the weekends.

### **REFERRAL REQUESTS**

Patients can request a referral through the Patient Portal or by leaving a voice message on the Referral line. Patients with HMO insurance plans (Aetna, Amerihealth HMO, Keystone Health Plan East, Keystone 65), are required to use Greenhouse Internists' capitation site, Tower Health (formerly Chestnut Hill Hospital), for radiology and physical therapy services. Some health plans besides HMOs might require prior-authorization for complex imaging tests like CT Scans and MRIs. When patients are referred by a specialist to an out-of-network provider, the specialist must complete the prior authorization.

Patients are responsible for verifying that the specialist they'd like to see accepts their insurance. Before requesting a referral, patients are to verify that Greenhouse Internists is listed as their primary care provider on their insurance card. Referrals must be requested at least 3 business days before a specialist appointment. The following information is needed at the time of referral requests: the name and phone number of the specialist, the reason for the visit, the specialist's NPI number, and the patient's best telephone number in the event additional information is needed.

### **RETURNED CHECKS**

Patients will be charged \$20 fee for each returned check to cover the cost of the bank service fee charged to Greenhouse Internists. Our billing department will apply the fee to your patient account and will contact you for payment. Personal checks will not be an acceptable method of payment in the future if a check is returned.

### **TEST RESULTS**

If we have your email in your chart and see that you routinely use the Patient Portal to communicate with the practice, we will send your test results via the Portal. Otherwise, we will call or mail you the results.

### **WEBSITE AND PATIENT PORTAL**

Please refer to our website for practice updates throughout the year and for more answers to frequently asked questions: [www.greenhouseinternists.com](http://www.greenhouseinternists.com). The Patient Portal is the most efficient way to submit non-urgent requests (such as routine appointments, referrals, and prescription refills). Requests received over the patient portal are answered within 2 business days. Please register for the Patient Portal at the front desk.

***(The terms of the policies are subject to change.***

***Please check our website, [www.greenhouseinternists.com](http://www.greenhouseinternists.com), for the most up to date information)***