

# **Coastal Healthcare**

## **OFFICE POLICY**

*Coastal Healthcare's goal is to provide and maintain a good physician-patient relationship. We start with skilled professional physicians and staff who recognize the importance of good communication on all levels.*

### **1. CHECK IN:**

- Upon arrival, please check in at the front desk. For your initial visit, present a photo ID such as a driver's license and your Insurance Card. You will be asked to complete registration forms. Any payment due by patient is requested during check in.*
- At all visits thereafter, check in at the front desk, present your current insurance card and any payment due at EVERY visit. Please inform us of any changes to your personal information such as address, phone or insurance.*

### **2. MEDICATION REFILLS:**

- All refills are done based on patient's adherence to scheduled appointments and medical necessity. Please be prepared to review your medication refill needs at the time of your visit. Contact your pharmacy to request refills outside of scheduled appointments as prescription refills are done electronically to and from your pharmacy. Please call your pharmacy first for your refills. They will contact the office. If you prefer a 3 month mail order, please allow ample time for the order to be processed and received through the mail. Refills for certain class drugs will need to be picked up at the office.*

**3. INSURANCE:** *Under the guidelines of your insurance plan, it is your responsibility to understand your benefit plan.*

- **REFERRALS/AUTHORIZATIONS:** It is your responsibility to know if a referral or authorization is required to see a specialist. Three (3) business days is requested for non-emergent referrals and authorizations.*

**PATIENT SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_