



## **PATIENT POLICIES** (1/1/2019)

### **TYPES OF VISITS**

#### *1. New patient visit*

Typically lasts 60-75 minutes. (\$299)

The longer length of this appointment will allow Dr Cuevas to obtain a thorough history and perform a physical exam in order to help make and/or confirm your diagnosis. Please be sure you have filled out the new patient paperwork as found on the website. Please be sure that you bring records (including labs and xrays) from your referring doctor or prior rheumatologist for Dr Cuevas to review. (do not assume these were sent).

**Bring a list of current medications and an allergy list to every appointment!**

#### *2. Routine and Extended Follow-Up Visit*

A routine visit typically lasts up to 30 min and is charged \$150

You can request an extended visit if needed. An extended visit typically extends past 30 min and up to 45 min and will be charged \$199.

**Bring a list of current medications and an allergy list to every appointment!**

#### *3. Phone visit*

Charges are based on time spent. Cost: 0-5 min \$25, 6-15min \$65, 16-30min \$100, 31-45min \$175 and 46-60min \$200. You will need to give a credit card to schedule a phone visit and the card will be charged at the completion of the visit based on time (or charged \$40 if you are a “no show” for the phone call).

### **VISIT POLICIES**

#### *Check-In Process*

Upon entering the office for an appointment, please be sure your paperwork is complete. If you forgot your paperwork, we can provide you with forms to complete in the waiting area. Please be prepared to show both your state-issued photo identification and have payment ready for each visit.

#### *Lateness and Missed Appointments*

Patients are seen by appointment only. Dr Cuevas will make every effort to remain on schedule, and you are asked to be on time as well. Should you arrive late for your appointment, Dr Cuevas can see you for the remainder of the scheduled time. Because only one patient is scheduled in each time slot, if you miss your appointment, you will be charged the full fee and this must be paid before scheduling another appointment. Should you find that you need to cancel an upcoming appointment, we require a minimum notice of 24-hours or it will be considered a missed appointment. If we have a credit card on file, the card will be charged.

#### *Wait Time*

Dr Cuevas respects all of her patients' time and strives every day to run on time for each appointment. Due to unpredictable nature of medical emergencies and the complexity of her patients' problems, you may on occasion, have to wait to be seen. Please understand that Dr

Cuevas strives to give quality service to all her patients and will provide that same care and attention to you.

#### *Lab and Test Results*

All lab and test results will be given to you. If you have not heard from Dr Cuevas via follow up appointment, phone, or text, please contact the office. Never assume "no news is good news." Always be sure you have received your results.

#### *Messages for Dr Cuevas*

If you need to reach Dr Cuevas, please use her secure patient communication service, Klara. Alternatively, you call call and leave a voice message (615-673-4787). Office hours are Monday - Friday between 8am - 4pm. When leaving a voice message, please say and spell your name and date of birth as well as the nature of your call. The more information Dr Cuevas has regarding your needs, the better she can respond. Please note that refills are given at appointments only. Be sure when scheduling your follow up that you have enough refills to last until your next appointment. Any life threatening emergency (such as severe difficulty breathing, chest pain, unconsciousness, seizures, or severe head injury) should call 911 immediately and not use the messaging system as this could delay your treatment. If you are in severe pain, please go to the ER. In the unlikely event that your urgent message is not handled by Dr Cuevas within 30 minutes, please call your PCP and/or seek care at an urgent care center or ER as there may be some unplanned or unavoidable issue affecting Dr Cuevas' availability.

#### *Messages from Dr Cuevas*

Dr Cuevas uses a secure patient communication service, Klara, in order to text patients. You will be asked to register as this will be the primary method of communication regarding things like appointments and test results. By signing patient policies, you are agreeing to allow Cuevas Center for Arthritis & Fibromyalgia to text you.

#### *Forms and Letters*

You may ask Dr Cuevas to fill out forms or write letters on your behalf. She will do these during an office visit or phone visit only.

#### *On-Call Service*

Regular office hours are 8am-4pm Monday - Friday.

In the event of a medical emergency, always call 911.

If you have an urgent issue (that is not an emergency) after hours, you may contact Dr Cuevas. In the unlikely event Dr Cuevas does not respond within 30 min, there may be a problem with technology or an unavoidable personal emergency. In this case, Dr Cuevas strongly recommends you contact your Primary Care Physician or go to and urgent care center or the ER instead of continuing to wait on a reply.

Routine issues such as prescription refills, lab results, or appointments should be addressed during office hours if possible.

#### *Prescription Refills*

All prescription refills will need to be done during a visit (either office visit or phone visit). Please request refills at your regular appointments or make an appointment. There are many medications that require blood work monitoring. For your safety these cannot be refilled without the proper monitoring.

*Controlled Substance Refills*

Dr Cuevas is not a pain management physician and thus will not prescribe narcotics/opioids. If you need this type of pain medication, you will need to ask your PCP for a referral to a pain clinic. Please note that Neurontin (Gabapentin) and Lyrica (Pregabalin) are now considered controlled drugs (schedule V). Dr Cuevas' policy is to refill these medications every 1-3 months during an office visit only.

If you ever have a comment, concern, or question about patient policies, please do not hesitate to call or send a message to Dr Cuevas at 615-673-4787 on the Klara messaging system.

AGREEMENT: By signing below, I am acknowledging my willingness to participate in the treatment process. I further acknowledge that I have read, understand, and agree to all listed office policies.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed name: \_\_\_\_\_