

TWIN FORKS FAMILY PRACTICE, LLC  
OFFICE POLICY

In a continuing effort to provide quality healthcare to our patients and have the office run as efficiently as possible, Twin Forks Family Practice is implementing the following office policy effective January 1, 2009.

Office visits

- Please be as forthcoming as possible when asked the reason for your visit so that you can be scheduled appropriately.
- It is important that you prioritize the 1 or 2 issues to be addressed at each appointment. Urgent visits will address only the urgent problem.
- It is not a reasonable expectation to have many medical problems addressed appropriately in a 15 or 30 minute visit.
- Please make every effort to arrive for your appointment on time.

Lab or radiology orders

Orders for tests should be discussed at an office visit. Telephone requests for lab or radiology orders prior to office visits will no longer be provided. Mammography orders will be provided after a clinical breast examination.

Test results

Regardless of what you may have been told at either the lab or radiology, please allow at least 7 to 10 days for this office to receive test results and review them. Normal test results will likely be relayed to you by phone or mail. Abnormal test results may require an office visit to discuss and you will be notified to schedule an appointment.

Call backs

Patients requesting a call back from Dr. Prill or Kristen will be asked the reason for the call back. It is impossible for the providers to return every phone call and so they must prioritize the requests. If no reason is given for the call back, you may not receive a call back. In some instances, the question can be answered by office staff.

Medications

- After Memorial Day, the office will no longer have a refill line.
- In most instances, prescriptions require an office visit. You are provided with enough refills until it is time to return to the office. When you have received your last refill of medication from your pharmacy it is time to schedule an appointment. If you want to change or start a new medication, please schedule an appointment. Controlled substances require an appointment.
- Faxed or phoned requests for refills from local or mail order pharmacies will no longer be accepted.
- Please come to your office visit prepared with a list of your current medications and those that will soon need to be refilled.

Thank you for your cooperation.