

**Platte Valley Internal Medicine and Pulmonary
1606 Prairie Center Pkwy. Ste. 310
Brighton, CO 80601
P) 303-659-5800 F) 303-659-5156**

Dr. James I. Meyer Dr. Shad T. Grubbs Dr. David A. Chavez Andrea M. Jespersen, FNP-C

OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

OFFICE HOURS

We may be reached at 303-659-5800 between the hours of 8:00am – 12:00pm and 1:00pm - 4:45pm Monday-Friday. Our providers are available by phone outside of regular business hours **24/7** by calling our phone number and following the prompts. If you need an appointment, prescription refill or test results, please call during regular business hours.

Our providers are available for appointments during the following times. These times may vary based on other commitments for the providers. (We are closed 12:00pm – 1:00pm daily for lunch):

Dr. Meyer:

Monday 9:30am – 3:30pm

Wednesday 9:30am – 3:30pm

Thursday 9:30am – 3:30pm

Friday 9:30am – 3:30pm

Dr. Grubbs:

Monday 8:30am – 11:30am

Tuesday 8:30am – 4:30pm

Wednesday 8:30am – 11:30am

Friday 8:30am – 11:30am

Dr. Chavez:

Monday (televisits only) 8:30am – 4:30pm

Tuesday (in office) 8:30am – 4:30pm

Wednesday (televisits only) 8:30am – 4:30pm

Thursday (in office) 8:30am – 4:30pm

Friday (televisits only) 8:30am – 4:30pm

Andrea Jespersen FNP-C:

Monday 8:30am – 4:30pm

Tuesday 8:30am – 4:30pm

Wednesday 1:00pm – 4:30pm

Thursday 8:30am – 4:30pm

Friday 8:30am – 4:30pm

LAB DRAWS

Must be scheduled. NO WALK-INS at this time.

Monday – Friday 8:30am – 11:30am and 1:00pm – 3:30pm

APPOINTMENTS

SCHEDULING APPOINTMENTS

Platte Valley Internal Medicine and Pulmonary is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow-up due dates. When calling for an appointment, please provide your name, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information. While we aim to schedule appointments appropriately, emergencies can and do occur. We strive to give all our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date. To ensure quality care, Platte Valley Internal Medicine and Pulmonary does not treat patients we have not seen (i.e., we will not call-in prescriptions or offer medical advice for patients prior to their initial visit). Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed together and an effective and appropriate plan for your healthcare can be determined.

ARRIVING FOR APPOINTMENTS

In order to ensure that we provide efficient and effective care for all our patients, we appreciate it when patients arrive on time for their scheduled appointments and check in with our reception staff. If you are more than 10 minutes late for your appointment you may be asked to reschedule. Please bring the following with you to each appointment: **your photo ID, insurance card, updated list of medications, test results, and your co-pay.**

WHAT TO EXPECT AT YOUR APPOINTMENT

During your appointment, you will be initially welcomed by a Medical Assistant who will take your vital signs (e.g., blood pressure, height/weight, etc.) and will review other medical history questions. Then your provider will meet with you to have a more in-depth discussion with you about your health concerns, complete any exam needed and order any tests.

CONCLUSION OF YOUR APPOINTMENT

When checking out with our reception staff at the conclusion of your appointment, you will receive a visit summary which will include a summary of your visit along with any recommendations regarding medications, referrals to specialists and follow up appointments scheduled. It is important to follow through with the plan you have developed with your provider prior to your next appointment. This does not include emergent appointments that may occur prior to completion of recommendations.

CANCELLATION OF AN APPOINTMENT

In order to be respectful of the medical needs of our patients, please be courteous and call Platte Valley Internal Medicine and Pulmonary promptly if you are unable to attend an appointment. This time will be reallocated to another patient who is in need of medical care. This is how we can best serve the needs of all our patients. If it is necessary to cancel your scheduled an appointment, we require that you contact us one (1) business day in advance. Appointments are in high demand, and your early cancellation will give another patient the ability to have access to timely medical care.

NO SHOW POLICY

When you schedule an appointment with Platte Valley Internal Medicine & Pulmonary, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible and no later than 24 hours prior to your scheduled appointment. This allows us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below.

- Effective May 1, 2021 any established patient who fails to no show or cancels /reschedules an appointment without contacting our office with at least **24 hours' notice**, will be considered a No Show and charged a **\$25.00 fee**.
- Any established patient who fails to show or cancels/reschedules an appointment without contacting our office with at least 24 hours' notice a **second time** will be charged a **\$50.00 fee**.
- If a **third**, No Show or cancellation/reschedule without contacting our office with at least 24 hours' notice should occur the patient may be **dismissed** from the Platte Valley Internal Medicine & Pulmonary practice.
- Any new patients scheduling for **primary care** with Platte Valley Internal Medicine & Pulmonary who fails to show for their initial appointment will not be rescheduled. **This does not include patients scheduled for a Consult with our specialist.**
- The fee is charged to the patient, not the insurance company, and is **due at the time of the patient's next office visit**.

We understand there may be time when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our office manager, who may be able to waive the No /Show fee. You may contact Platte Valley Internal Medicine & Pulmonary 24 hours a day, 7 days a week through the PVIM Patient Portal. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message.

OFFICE CLOSINGS DUE TO WEATHER OR OTHER CIRCUMSTANCES

If our office is closed due to weather conditions or other circumstances beyond our control, the following procedures are used to inform our patients:

- If you are scheduled for an appointment, you will receive an automated message from our office.
- There will be a message on our phone system when calling 303-659-5800.

INSURANCE AND BILLING QUESTIONS

- Platte Valley Internal Medicine and Pulmonary accepts most insurance plans. Please contact your insurance company to verify your provider is in-network with your specific plan prior to your first visit. If you have specific questions regarding your insurance, you may also contact our billing department at 720-739-2722.
- It is your responsibility to inform our office of any changes in insurance coverage. This is to ensure that the correct insurance company is billed. Failure to do so could cause delay or denial of insurance payment. If a denial is received due to incorrect insurance information you may be financially responsible for the charges.
- All patients will be asked to present their current insurance card at each appointment. Failure to have your card could delay your appointment, and it will be the responsibility of the patient/responsible party to provide proof of coverage within 15 days of service. Failure to do so will cause the charges to be your financial responsibility.

PLEASE NOTE:

Although your routine visit, physical or AWW may be covered by your insurance plan, **any additional medical problems discussed and addressed during your appointment may require an additional fee** which is determined by your insurance company.

PAYMENTS

- Patients/responsible party are responsible for co-pays at the time of service.
- If applicable, you will be billed for services not covered by your insurance (as stated in your insurance contract).
- Platte Valley Internal Medicine and Pulmonary accepts online payments, cash, personal checks, MasterCard, Discover, and Visa. Checks can be made payable to Platte Valley Internal Medicine and Pulmonary.
- It is the policy of Platte Valley Internal Medicine and Pulmonary to make all reasonable attempts to collect outstanding balances should they accrue. Following these attempts, accounts in poor standing will be outsourced to a third party for the purpose of collection.
- If there are extenuating circumstances that you would like to discuss, please contact our billing department at 720-739-2722.

TEST RESULTS

- Lab results can take 3-4 business days to return to our office. After the physician reviews the results, a MA will inform you of your results via the Patient Portal, mail or by phone based on the results. If you have not heard from the office **after** 7-10 business days, please feel free to call the office at that time.
- All outside testing (i.e. MRI, XRAYS, CT, etc.) can take 7-10 business days to return to us. After the physician reviews the results, a MA will inform you of your results via the Patient Portal, mail or by phone based on the results. If you have not heard from the office **after** 14-17 business days, please feel free to call the office at that time.

COMPLETION OF FORMS/LETTERS

We understand that various forms or letters may be required to assist you with your healthcare needs. Forms and letters will be completed as necessary upon your request. However, because this can be time consuming, please allow 7-10 business days for completion of requested forms. Some forms may require an appointment to complete.

PRESCRIPTION REFILLS & PHARMACY INFORMATION

- Please inform Platte Valley Internal Medicine and Pulmonary of your preferred pharmacy and update us with any changes.
- Please call your pharmacy first for refill requests. Please allow two to three business days for the completion of refills.
- We also encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed. **Refills will not be done after hours.**

NARCOTICS AND ANTIBIOTICS POLICY

- Platte Valley Internal Medicine and Pulmonary will not fill narcotics or antibiotics by phone without an appointment.
- Narcotic medications **will not** be ordered at your first visit.
- Patients may be required to obtain narcotic medications through a pain management specialist and/or encouraged to consider alternative strategies for managing pain.
- If narcotic medications are ordered, you will be required to sign a Pain Management Plan Agreement.
- Only your provider can refill these medications.

CONFIDENTIALITY & MEDICAL RECORDS

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. You may receive 1 copy of your medical records free of charge. If additional copies are needed, a fee of \$0.75 per page will be charged. The law allows medical offices 30 days to complete requests for records. However, our medical records department puts forth every effort to respond to these requests in a timely manner.

OUR PATIENT PORTAL

As a means of ensuring timely communication with our patients, we strongly encourage you to activate your account in our Patient Portal. The Patient Portal is Platte Valley Internal Medicine and Pulmonary's primary method of communication, so please be sure to activate your account as soon as possible.

On the Patient Portal, you can:

- Check your appointment times and dates.
- Request refills of your medications.
- Communicate electronically with our office.
- Obtain results of testing.
- Update your personal/medical information.
- View and print information from your medical chart
- Pay your bill.

As a new patient, you will receive instructions on how to activate your Patient Portal account. If you have questions or need assistance, please feel free to speak with a member of our reception team.

HAVE ADDITIONAL QUESTIONS? If you have further questions or need additional information about our services, please send a message through your Patient Portal. You may also call our office at 303-659-5800 and/or visit our website at www.plattevalleyinternalmedicine.com.