

# HEALTHMAX, PRIMARY CARE SPECIALIST/HEMATOLOGY OFFICE POLICIES

Welcome to HealthMax. Your cooperation and proactive involvement will help us to help you.

## **Appointments**

We value our time with you and we want to make the most of it. To provide you with optimal service we schedule our appointments for 30 to 60 minutes. New Patient appointments are 75 minutes. If you need to change your appointment, a 24-hour advanced notice is required for our office to provide appointments of this length. A \$25 cancellation/no show fee will be assessed if an appointment is missed or cancelled without the 24 hour advanced notice. If you miss two appointments without calling, we may choose to not continue to see you.

## **Office Hours**

Monday and Thursday 1:00pm-5:00pm  
Tuesday we are closed but check messages regularly  
Wednesday and Friday 9:00am-5:00pm

## **Lab and X-ray Results**

If a test result is concerning, we will call you right away. To get your results you may schedule a follow-up visit or receive a copy of your reports in the mail. For abnormal results, we may ask you to come in to discuss the abnormalities in person.

## **Referrals**

We are happy to refer you to a specialist if your problem is beyond our expertise. We may ask you to come in if we need more information. Emergency referrals will be made at the time of your need. Please allow 3-5 business days for non-emergent requests. We will call you when the referral has been authorized and provide you with the information to schedule your appointment.

## **Prescription Refills**

For medication refills, call your pharmacy and ask them to notify us by fax, 503-243-6632. Please allow 48 hours for a request to be filled. If we have not seen you in some time, we may give you a refill for 2-4 wks only and request that you make a follow-up visit. Narcotics will not be refilled after hours.

## **Telephone Calls**

We try to return telephone calls as soon as possible between seeing scheduled patients. For non-urgent matters, we may not be able to return your call until the noon hour or after 5 pm. Please give us ample time to get back to you. Please do not leave multiple messages. Please be sure to give us the telephone numbers where we can contact you at various times. Messages left after 5 pm on voice mail will not be reviewed and returned until the following day.

## **After Hour Calls**

Our after hours message provides the contact information for your provider. Please respect our time by calling these numbers only for urgent medical matters that cannot wait until the next business day. If you have symptoms that you think may be life threatening, including concerns about chest pain or stroke, please call 911 or go to the nearest emergency room.

## **Email**

Email is used only for non-urgent communication.

## **Payment**

All copays are payable the day of your appointment. We accept cash, check, Visa, Mastercard and American Express.

## **Insurance**

We will bill your insurance as a service to you. Depending on the benefits of your plan you maybe responsible for amounts not covered. Become familiar with the benefits of your plan. [What you should know about your](#)

plan: lab & X-Ray (benefits and facilities), preventive services (routine physical), prescription coverage (mail order), office procedures (wart & mole removal).

### **Feedback**

We welcome your feedback, both positive and constructive. It helps us grow as a clinic and can be helpful to us personally as well. We wish to learn from our mistakes and to improve on the care we provide. If you feel uncomfortable discussing something with us in person, please send a letter. We appreciate the time you take to keep us informed.

### **Emergency**

If you must go to the ER, please let them know Dr Michaelson is your Primary Care doctor is so they will fax us information on your visit with them.