

General Clinic Policies & Information

Provider Philosophy Statement

At Synergy Family Physicians, we aim to build long-term relationships with our patients. Our providers and staff are here to support and care for each patient—your well-being is our top priority.

We believe that patients who take the time to schedule an appointment deserve our full attention. However, urgent patient care needs may occasionally arise, causing interruptions or provider delays. We strive to minimize these disruptions and apologize in advance if they affect your visit.

Our secondary priorities include returning phone calls and completing referrals, prescriptions, and paperwork requests. Due to varying timelines and details associated with each, please review the following information.

General Policies & Information

This section covers scheduling, after-hours care, referrals, prescription refills, and more.

Appointments and Patient Cancellations

Our providers see patients by appointment only. We encourage continuity of care with your primary provider, but if unavailable, you may see another provider with an open appointment.

We require at least 24 hours' notice for cancellations or rescheduling. Cancellations made within 24 hours of the appointment will incur a **\$75 fee**. Same-day cancellations that prevent rebooking will be considered a "no-show" and also subject to a fee.

Patients who cancel three or more appointments may be dismissed from the practice.

If you are **15 minutes late**, you may be asked to reschedule and will be marked as a "no-show."

We are committed to timely, quality care. Missed appointments reduce access for other patients seeking care.

New Patient Appointment Requests

To ensure the best care, we may temporarily close new patient scheduling if provider availability is limited. This allows us to preserve access for current patients.

Work-Related & Motor Vehicle Injuries

Due to the complexity of these cases, we refer patients with work-related or motor vehicle injuries to providers who specialize in such claims.

After-Hours Care

We offer after-hours on-call care for established patients. Call our main number and leave a message; our on-call provider will respond within three hours. For emergencies, please go to the nearest urgent care or emergency room.

Phone Calls

All calls are routed through our automated system. Follow the prompts to reach the appropriate staff member. If you're contacting a provider, your call will be routed via our triage line. If you reach voicemail, leave a detailed message. Non-urgent calls may take one business day to return and are often returned by the end of the day.

Messages left after **4:00 PM (Monday–Friday)** will likely be returned the next business day.

Referrals

Most referrals or physician orders require an appointment. Please contact our triage nurse or schedule a visit to initiate a referral.

Prescription Requests & Refills

For **new medications**, a video or in-person appointment is required to ensure safety.

For **refills of existing prescriptions**, contact your pharmacy first. They will fax us the refill request. This process helps prevent errors and ensures accuracy.

Please allow **three business days** for processing to avoid running out of medication.

Bring all medications and a complete list (with dosages) to any appointments involving medication review.

Patients prescribed **controlled substances for chronic pain** must sign a **Chronic Pain Management Agreement**.

Paperwork Requests

Due to the complexity of certain forms, an appointment may be necessary to ensure accuracy. Please allow 3–5 business days for completion of forms.

New Patient Medical Records

We recommend all new patients request their previous medical records be transferred to our clinic. If we receive records before your first appointment, we will store them for up to six months.

Lab & Radiology Results

In compliance with the Cures Act, some test results may be released to you before provider review. We will call regarding abnormal or complex results.

If medication changes are needed, our triage nurse will contact you after provider review.

Results are typically accessible through our **patient portal**. Some tests may take **7–10 days** for results.

Privacy

Our Notice of Privacy Practices outlines our commitment to patient confidentiality. Copies are available in our lobby, on our website, or upon request.

Billing Policy

By choosing our small, independent practice, you receive individualized care rather than being treated like a number.

We offer some of the **most affordable rates** in Minnesota. Identical services may cost significantly more at large health systems.

To help us keep costs low and care high-quality:

- Provide **accurate insurance information** to ensure timely claims processing.
- Understand that we **cannot guarantee** your insurance will cover our services.
- Verify that **Synergy Family Physicians is in-network** with your insurer.
- Be aware you may be responsible for **co-payments, co-insurance, deductibles, or non-covered services**.

Co-payments are due at the time of service. Failure to collect these may constitute insurance fraud. Please help us remain compliant by making timely payments.

We must keep a **current copy of your insurance card** on file. You will receive a link to upload this. If you cannot provide proof of insurance or eligibility, payment in full is required at the time of your visit.

Credit Card on File Policy

To streamline billing, we require all patients to keep a valid credit card on file.

- Charges will never exceed the maximum per transaction without your consent.
- If your balance exceeds the max, it will be divided across billing cycles until fully paid.
- Your card information is securely stored in the **eClinicalWorks** system, which meets all privacy and security standards.

Private Pay, Out-of-Network & Uninsured Patients

These patients are required to pay at the time of service.

Outstanding Balances

Balances must be paid in full either before your next appointment or by the due date listed.

If you have received a statement, please contact the billing office if you need to update insurance or credit card details.

Appointments will not be scheduled for patients with **unresolved balances** until they speak with billing.

Billing and Coding Change Requests

We will only change billing codes or diagnoses if we determine that an error was made. Requests for recoding are rarely granted.

Lab Testing

We use Quest Diagnostics for lab testing. While we strive to provide accurate and necessary testing, your insurance provider may not cover certain tests.

If your insurance denies coverage, you will be responsible for the charges. Some lab charges may come in a separate bill directly from Quest.

For Quest billing inquiries, call **1-866-MY-QUEST (1-866-697-8378)**.

Thank you for choosing Synergy Family Physicians!

We value your trust and are committed to providing compassionate, individualized care.