

Additional Patient Rights and Responsibilities

Appointments: Patient reminder calls, texts, and emails are placed 24-48 hours before appointments. Please ensure we have your correct contact information to receive patient reminders. Please arrive 10-15mins before your scheduled appointment to allow front office team to verify and/or update your information. Should you arrive after your scheduled appointment time, your appointment may be rescheduled at the provider's discretion. It is the patient's responsibility to keep appointments.

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Cancellation Policy: A 24-hour advance notice for cancellation is requested; we understand emergencies may arise but appreciate your consideration of the cancellation policy. Less than 24-hour advance notice is considered no call no show.

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No Show Policy: This includes same day cancellation as well as no show. New patients no call no show first appointment are unable to continue with the practice if first appointment is missed.

1st No Show: will result in a follow-up call to schedule another appointment

2nd No Show: will result in a follow-up call from our office to schedule another appointment and a letter will be sent of our policies.

3rd No Show: will result in a follow-up call from our office and a letter of dismissal from our practice will be sent.

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FMLA and Medical Records Requests: Please allow a minimum of 14 business days for all FMLA paperwork to be completed. Please keep in mind that any FMLA that is the result of surgery or hospitalization needs to be completed by the attending physician and/or surgeon and will only be filled out by our practice once you have been discharged from the attending physician or surgeon's care. Please allow 21 business days for all medical records requests.

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Medications: Please bring your current medication list of prescribed, over the counter, and supplements to each appointment. It is important to keep medications and allergies updated in your medical records.

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Prescription Refills: Please call your pharmacy first for all prescription refills. If no refills are available, please allow up to 72 hours for refill requests to be processed by the office.

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Please note that all controlled substances (narcotics, stimulants, etc) can be prescribed or refilled on office visits only or at the discretion of your medical provider.

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Messages: Emails, voicemails, and return calls will be returned within 24-48 hours, if you are experiencing a life-threatening emergency do not wait for a return call, please dial 911 or go to your nearest emergency department.

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Insurance: please note that it is the patient's responsibility to understand your insurance coverage for medications, procedures, and providers. Insurance coverage and the providers participating in plans can change. The patient is responsible to verify insurance coverage and confirming that the providers and the practice are approved providers in the plan.

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Billing: All billing is completed off site by a third-party billing group. Should you have questions or concerns regarding your bill please contact Darla McClung.

Email: dmcclung@clinicservice.com

Direct Phone: 720-248-3453

Fax: 303-751-0466

Main: 303-755-2900

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Opioid Prescription Policy

Our providers do not manage chronic pain patients with opioids.

We work closely with pain management specialists and refer those patients having a medical need to the appropriate provider.

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Patient or legal guardian printed name

Patient or legal guardian signature and date