

# PREMIER

Bone & Joint Centers  
**Clinic Policy**

## **Prescription Refills**

Requests for prescription refills need to be called into the office at least 48 hours in advance to ensure the medication can be refilled before you run out. Our office hours are Monday through Friday 8:00am to 5:00pm.

No medications will be refilled by our on-call night or weekend physicians.

*Note:* Requests for medication refills will be addressed by your treating physician's office only. Some medications cannot be refilled or "called in" to your pharmacy by phone; therefore, an actual prescription will need to be written by the doctor. If you have been prescribed this type of medication, be sure to notify your physician's office prior to finishing the prescription. If a refill is appropriate, your treating physician will write the prescription and you will be notified when it is ready to be picked up at our clinic or that it has been called in to the pharmacy of your choice.

Due to the pharmaceutical change in classification for HYDROCODONE, effective October 4, 2014, we will no longer be able to "call-in" this pain medication. We are now required to write a physical prescription for you to take to your pharmacy and therefore we will need at least a 48 hour notice to refill this pain medication.

## **Patient Forms (Paperwork)**

We will strive to complete patient forms in a timely and efficient manner. Forms will be addressed when we are not in clinic. Forms must be received by your treating physician's office 7-10 days before its due date; this will allow ample opportunity for your paperwork to be completed and returned/submitted. Please include any return instructions; fax number, mailing address, etc.

- Workers' Compensation:
  - ✓ Light Duty: If you are unable to return to regular work duties it is your responsibility to discuss the options of Light Duty with your employer.
  - ✓ If no light duty available; you will need to obtain a Temporary Total Disability (TTD) form from your case analyst.
  - ✓ The top section of your TTD form must be filled out prior to turning it in to our office.

## **Returned Phone Calls**

We will return any missed phone calls/messages as soon as possible, please leave a message on our voicemail. We ask that you please understand that we hold clinics in multiple towns, so we are not always available at the time of your call.

If there is an emergency and your physician or his staff are unavailable please speak with the phone operator to have your call directed to the nursing office.

If you are having a medical emergency please contact the nearest hospital or emergency room.

## **Fracture Care**

If you have been diagnosed with a fracture "break" this is billed under a different series of codes, please refer to the fracture care handout.

I, the undersigned patient/legal guardian, have read and understand the above information regarding Premier Bone & Joint Centers Clinic Policy. I acknowledge I have received a copy of this signed form.

\_\_\_\_\_  
(Printed name of patient or Legal Guardian)

\_\_\_\_\_  
(date of birth)

\_\_\_\_\_  
(Signature of patient or Legal Guardian)

\_\_\_\_\_  
(date of signing)

\_\_\_\_\_  
(time of signing)