



## **PATIENT POLICIES**

### **MEDICATION REFILL POLICY**

It is important to realize that you are not a patient of record until we see you for your first visit. We cannot provide any prescription refills, fill out any forms, or provide you with advice until your first appointment. **To avoid running out of medications during the time you are changing offices, be sure to get at least a two month supply of any medications you take from your current doctor before transferring your records.**

### **CHRONIC PAIN PHILOSOPHY**

CHCFC provides treatment of chronic pain by various methods that may include medications and/or alternative treatment recommendations such as physical therapy, water therapy, massage, acupuncture, pain clinics and specialist consults. We will work with you to put together a comprehensive plan to assist you in managing your pain.

### **NO SHOW POLICY**

A “No Show” is defined as not coming in for a scheduled appointment. Any patient with three (3) “No Shows” within a twelve (12) month period may be subject to discharge from the practice following a review of their case by their primary care provider of record.

### **RED FLAG RULES**

To protect Americans from identity theft, the Federal Trade Commission recently passed laws that require us to take measures that protect our patients from identity theft. This will affect patients in several ways:

1. New adult patients will be required to provide a photo ID for their chart.
2. Established adult patients will have their photo ID verified once a year.
3. All patients with insurance must provide a copy of their card for their chart.
4. If you suspect that someone else has used your insurance information or otherwise stolen your identity, report it immediately to local police and to our Business Office.
5. We will investigate cases where possible identity theft or use of another person’s insurance or other information may have been used illegally. When appropriate, we may require additional documentation to verify a person’s identity. We will notify authorities in cases where we reasonably believe that identify theft, fraud, or other illegal activity has occurred.

#### **Greenfield Medical & Dental**

102 Main Street  
Greenfield, MA 01301

Tel: (413) 325 - 8500

#### **Urgent Dental Care**

164 High Street  
Greenfield, MA 01301

Tel: (413) 325 - 8700

#### **Orange Medical & Dental**

450 W River Street  
Orange, MA 01364

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