



State of Franklin OB/GYN Specialists

Patient Care Policies

Welcome to State of Franklin of OB/GYN Specialists, we are honored you chose us. Our goal is to provide world-class care for you. In an effort to provide a positive experience, we must ask the following policies be noted by you, the patient. These policies are essential to the effectiveness of your care.

Access to Care: If you need to speak with a team member or have a question, please contact us by:

Phone: Call our office at (423) 794-1300 and our healthcare team will assist you.

Patient Portal: You may send a message to our healthcare team through your Follow My Health Patient Portal. We ask that you please *do not* utilize this service for any *emergent* needs or requests *after hours*.

After Hours Access to Care: If an *emergent* need develops after hours our providers are available 24/7 for those services. You may contact our on-call physician after hours by calling our Answering Service 1-888-926-7044.

Medication Refills: Prescriptions are filled Monday through Friday during office hours. In order for prescription refills to be approved by our office, you must have been seen within the last year.*

**Please note routine prescriptions or pain medications are not considered an emergency. We advise that you plan accordingly, calling our office before the weekend to allow us time to accommodate your request. We understand pain medications and routine prescriptions are important to our patients' well-being.*

Test Results: Please allow 7 days to be notified of lab or imaging results. These may be obtained via the Patient Portal. If you do not receive test results within 7 days please contact our office.

Forms/Letters: Disability forms and/or special request letters may take 7-10 days to complete. There is a charge of \$15.00 with the completion of these forms.

Medical Record Requests: If we refer you to another Physician, we will forward your records to that Physician in order to ensure continuity of care. If you would like copies of your records as well we would be happy to provide those for you, please see the cost summary below.*

**Please note that in order to receive a copy of your records for personal use, the first 5 pages are \$20.00. After 5 pages, each additional page is \$0.50. This is another situation that requires additional time. Please understand that our policy is 7-10 days for personal medical record release.*

Scheduled Appointments: It is very important that you keep all scheduled appointments. However, if an unexpected situation occurs and you need to cancel or reschedule an appointment, please contact us 24 hours before your scheduled appointment. In order to provide access to care it is important to monitor missed appointments. Our policy for missed appointments is if you have failed 3 times to notify our office within 24 hours of your inability to keep your appointment it may result in our inability to extend future services.

Patient Signature: _____ **Date:** _____