

Welcome To Highlands Health for Life

Thank you for joining our family. We look forward to helping you live a happy and healthy life.

We foster an environment based on mutual respect to ensure our patients and clinic staff feel valued, supported and confident in the care that they receive and provide.

Physicals: We expect our patients to be seen every year for their preventive/wellness physical exam. This gives us dedicated time to discuss preventive screenings and healthy habits, for other health concerns please book a separate appointment.

Prescription Refills: To effectively manage chronic health conditions and maintain your medications, you'll need to schedule at least one additional visit with your provider each year, separate from your physical. For medications prescribed for a full year, please ensure you book a follow-up appointment before they run out. If you're starting new medications or adjusting dosages, we'll initially prescribe them for a shorter period. Follow-up appointments will be required to extend these prescriptions.

- Remember, you can always check the number of refills left on your prescription bottle label.
- If you're having trouble filling a prescription due to shortages, please find an alternative pharmacy that has it in stock and send us a portal message with their details. We'll then send your prescription to the new pharmacy.

Controlled Substances: These include medications for temporary pain, certain ADD/ADHD treatments, specific sleep aids, and medications for acute anxiety. If you are prescribed any of these, you must sign a controlled substance agreement and visit our office every three months.

Chronic Pain- We do not directly manage chronic pain but refer you to specialized pain management services to ensure you receive the best care.

ADHD/ADD- While we do not diagnose ADD/ADHD, we collaborate with specialists for this purpose. If you are already diagnosed, we can manage your medications. It is your responsibility to provide records confirming your diagnosis before we can prescribe ADD/ADHD medication. For stable ADHD medication management, every other visit may be conducted via telemedicine.

Please ensure you schedule your appointments **in advance of running out of medication**, as we cannot provide refills until after your scheduled visit.

How to reach us

Portal Messages: We highly encourage all patients to sign up and use our secure patient portal. Your portal holds all of your important health information and results from tests. It is also one of the most efficient ways to communicate with your provider and our clinic for non-urgent issues.

Phone calls: Please select the option for your provider's medical assistant when calling, and leave a message for your care team. Your message will be documented as a case note and added to your chart for review throughout the day. Our care team strives to return calls by the end of the day. However, please allow up to 24 hours for a response. For the quickest and most efficient communication, we recommend reaching us through a portal message.

Reaching us for current medical concerns:

- **During Business Hours:** For urgent issues or symptoms you are currently experiencing during office hours, please utilize our triage line for immediate assistance. Call us at **303-381-3700** and select option 3. We strive to answer this line directly or return your call within an hour. If you're unsure about whether to visit the ER, urgent care or schedule an appointment with us, we can help you determine the appropriate level of care.
- **Afterhours:** For your convenience, we always have a provider on-call after hours to assist with urgent matters. Please note that this service is strictly for urgent medical concerns and is not for medication refills or scheduling future appointments. It's important to remember that this is not an emergency line. If you are experiencing a medical emergency, please seek care at your local emergency room. For all other needs, including medication refills and appointments, please contact our office during regular business hours.

Late Cancellations and No-Call/No-Show: Please cancel appointments at least 24 hours in advance. Failing to notify us in advance that you won't be attending your appointment may result in a \$50.00 late cancellation or no-show fee, which must be paid before your next appointment can be scheduled. We value this policy because it ensures that other patients who need care can be accommodated. After three missed appointments or late cancellations, we may ask you to seek medical care from another provider in the future.

If you are running late for your appointment: Please let us know as soon as possible. If you arrive more than 10 minutes after your appointment time, we will try our best to accommodate you. However, if that's not possible, we may need to reschedule your appointment.

Referrals

To request a referral to a specialist, please book an appointment with one of our providers first. Many times, we can treat your health issues without the need for specialist care. If a referral is necessary, allow up to five business days for processing, as it requires coordination with your insurance and the specialist's office. Once your referral is approved, we will notify you via portal message and phone call with the referral details. You may then contact the specialist's office to schedule your appointment. Please ensure you verify your insurance benefits with the specialist's office prior to your visit.

Test Results

All lab and imaging results will be uploaded to your portal as soon as they become available. Please be aware that you might see these results before your provider has reviewed them. Once reviewed, you'll receive a notification indicating that your provider has added comments about your test results. For results that are normal or slightly abnormal, we will communicate with you primarily through the portal. If your results are significantly abnormal, our care team will contact you by phone to discuss the findings and arrange any necessary follow-up care. For any questions you have after reading your provider's comments, please send us a message through the portal for further clarification. If you're unable to use the portal, please inform us so we can arrange to deliver your results by phone instead.

Prior Authorizations

For certain medications, your insurance may request a prior authorization. This requires your care team to enter information to justify the medication's use. Often, your provider will go back and forth with your insurer before a decision is made. This may take several days. Once your insurer decides, we will notify you of the result. If the prior authorization is rejected and you disagree with the decision, we will provide you with information to file an appeal.

Medical Record Requests

If you are moving or changing clinics, you will need to sign a release form to allow us to send your records to your new physician. A release form is also required if you want us to issue your records to you. Because medical records can be large, we will provide them on a DVD. Please allow up to 14 days for the records to be sent to the requesting person. The release forms are available on our website under "Forms." You can print, scan, and email these requests to HighlandsHealthforLife@gmail.com.