



Clinical Policies

- For hospital follow up visits, patients must bring all hospital discharge paperwork and available clinical records to the appointment for review. Most insurers require follow ups to be completed within 7 days of discharge from a hospital or acute rehab facility; we encourage you to contact our office as soon as possible after discharge so that we can schedule you for an office visit within that timeframe.
- Sports physicals must bring all needed physical exam form(s) to appointment to be filled out by the provider.
- NO chronic pain management medications will be prescribed by Karibu Family Care. Patients needing pain management services will be referred to pain management and are responsible for coordinating transition of care between pain management specialists if needed.
- ALL abnormal lab and imaging results will require an office visit to discuss results and further treatment plans, and will not be conducted as an e-visit unless approved by the provider.
- Clinical concerns/questions about imaging results, lab results and medications will be addressed only by our Karibu Family Care providers, not office staff, and as such will require an office visit to allow for appropriate time to answer all questions.
- No patient information will be provided over the phone without a consent form on file for the individual seeking the information, even if that individual is a family member.
- Due to insurance regulations and respecting the time allotted for each patient's appointment, only the chief complaint given at the time of scheduling will be addressed at the appointed visit. Any further chief complaints the patient wishes to discuss will be addressed at secondary appointments to allow for appropriate clinical questioning, education, and treatment planning to be conducted.
- Any new or updated referrals will require an office visit to submit proper documentation per insurance requirements.
- All pre-operative clearance exams will require an in-person office visit to order appropriate testing and submit required documentation. Pre-operative exams will not be scheduled until surgeons' pre-operative order request form is received by our office.

Medication Refills

- No controlled substances will be prescribed via the on-call service after hours and on weekends. Patients must be seen by a provider at the clinic for a refill of controlled substances.
- All expired medication refills will require an appointment to renew the prescription every 1, 3 or 6 months depending on the medication prescribed. It is each patient's responsibility to schedule required follow-up visits prior to the prescription running out. We encourage you to schedule your next appointment when checking out with our front office staff after each visit to avoid any disruption in your medications.
- No new medications (including OTC medications) will be prescribed without an appointment, even if that medication has been prescribed to the patient by a past provider.

- If medication refill requires follow up bloodwork, a short-term 2-week prescription will be provided to allow time for labs to be completed. No further refills will be authorized until bloodwork is completed and reviewed by the provider.
- Medication refill requests will be reviewed within 72 business hours for approval or denial. We encourage you to inform our clinic staff of medication renewal requests prior to the last 7 days of your prescription expiration to avoid any disruption in your medications and allow for scheduling of office visits if needed to authorize prescription renewal.

Treatment of Minors

No minors under the age of 18 will be treated without a parent or guardian present.

No Harassment Zone

At Karibu Family Care, we believe that each person who enters our doors, whether patient or staff member, deserves to be treated with respect, dignity, love, honesty, receptiveness, compassion, and empathy while addressing the needs of mind, body and spirit. As such, Karibu Family Care adheres to a strict “No Harassment Zone” policy, where zero harm is tolerated towards patients and staff.

ALL forms of harassment (sexual, racial, religious, age, disability, sexual preference, national origin, etc.) whether verbal or physical, are prohibited, unlawful and will not be tolerated. All forms of harassment adversely affect morale and effectiveness and create an unhealthy provider-patient relationship and a hostile work environment.

As an employer, Karibu Family Care takes a serious view of any incidents of physical and verbal abuse against its employees and will support them, if assaulted, threatened or harassed, so long as the employee is correctly carrying out his or her duties. Any abuse perpetrated towards Karibu Family Care staff or patient are grounds for immediate dismissal from the practice.

Please help us to help you.

Consent to Clinic Policies

By signing your agreement, you acknowledge that this document serves as the only warning of the policies listed above, that all of your questions about the policies have been answered to your satisfaction, and that you agree to abide by its contents as part of your continued participation as a patient with Karibu Family Care, effective immediately. Failure to sign this document will be seen as a voluntary self-discharge from the practice, effective immediately.

Patient/Authorized Representative Signature: _____ Date: _____

Print Patient Name/Authorized Representative: _____

Karibu Family Care Staff Signature: _____ Date: _____

Print Name of Karibu Family Care Witness: _____