

## High Ridge Family Practice Responsibilities to Patients

1. Physicians and Staff will provide all High Ridge Family Practice Patients the Highest Level of Professional, Quality, Up-to-Date Medical Care that we are capable of providing.
2. Physicians and Staff shall respect our patients needs and our patients time at all times.
3. Physicians will do their best to start on schedule for the day and stay on schedule for all of their appointments. This will require significant cooperation among staff, physicians and the patients themselves. See Patient's Responsibilities to High Ridge Family Practice.
4. Forms for patients will be completed in a timely matter but will not be addressed on the day they are presented. There will be a charge for form completion, depending on the complexity of the form. This restriction is due to time constraints as well as results which may still be pending at the time of the office visit.
5. Physicians will generally not call in prescriptions without seeing patients as this is not considered to be standard of care and has the potential to jeopardize patient safety. The physicians foremost are concerned with the safe delivery of medical care for our patients at all times.
6. Physicians will not call in any prescriptions for any pain relievers or narcotic analgesics. These are controlled substance medications. If your pain is significant enough to require such a medication, it will be necessary for a physician to perform an evaluation before any prescriptions can be provided.
7. Physicians at High Ridge Family Practice will try to continue to improve communications with their patients by WebView Messageing , E-mail , phone, and regular mail.
8. High Ridge Family Practice will continue to adopt new technologies and medical treatments that offer our patients continued up to date medical care.
9. Physicians will attempt to return any after hours phone calls within 10-15 minutes or sooner.
10. Physicians will help patients understand their illnesses and disease processes and provide adequate education as well as a distinct follow up plan for all patient office visits.