



## VII. Phone Call Policy

### 7.1 Overview

Impireum® strives to provide the highest quality care to all patients. To ensure efficient communication and equitable access to our providers, we have established the following phone call policy for non-emergency communications.

### 7.2 Emergency Situations

- a. For medical emergencies, please call 911 or go to the nearest emergency room immediately.**
- b. Our office is not equipped to handle emergency situations via phone. This policy applies only to non-emergency communications.**

### 7.3 Provider Availability

#### 7.3.1 Limited Availability During Office Hours

Our providers are often in session with patients during regular office hours and may not be immediately available to take phone calls. To ensure your concerns are addressed promptly and appropriately, we have established the following procedures:

#### 7.3.2 How to Request Phone Contact

7.3.2.1 If you need to contact a provider between appointments, please submit your request through one of the following methods:

1. Submit your request online at [Patient Clinical Request Form](#)
2. [Patient Portal](#): Log in to your patient portal account to submit a request

7.3.2.2 When submitting your request, please specify:

- a.** The nature of your call
- b.** Urgency level
- c.** Best times to reach you
- d.** Preferred contact number



### 7.3.3 Response Time

- a. Providers will respond to messages as soon as possible based on clinical priorities
- b. Depending on the nature of your request, you may be asked to schedule an earlier follow-up appointment
- c. Non-urgent requests are typically addressed within 1-2 business days

## 7.4 After-Hours Phone Calls

### 7.4.1 After-Hours Availability

Our office is closed after regular business hours, on weekends, and holidays. After-hours phone calls are reserved for urgent situations that cannot wait until the next business day but do not constitute emergencies.

### 7.4.2 After-Hours Protocol

- a. **Urgent Matters:** Our after-hours answering service will take your message and contact the on-call provider if appropriate
- b. **Non-Urgent Matters:** Please submit your request through the Patient Clinical Request Form or Patient Portal for response during the next business day
- c. **Emergencies:** Call 911 or visit your nearest emergency room

## 7.5 Phone Consultation Fees

### 7.5.1 Fee Structure

#### 7.5.1.1 Billable Phone Consultations

Phone calls or extended telephone consultations **during office hours** that would otherwise require an office visit will incur charges.

- a. **Insurance Patients:** Fees are determined based on your insurance policy rate
- b. **Self-Pay Patients:** \$25.00 per 5 minutes
- c. **Minimum Charge:** \$25.00 (5 minutes)

#### 7.5.1.1 After-Hours Fees

After-hours phone consultations may incur additional charges:

- a. **Insurance Patients:** Fees based on your insurance policy's after-hours rates



- b. **Self-Pay Patients:** 50.00 *per 5 minutes (minimum charge: 50.00)*

#### 7.5.1.1 Non-Billable Communications

Brief communications regarding the following are typically not charged:

- a. Appointment scheduling or rescheduling
- b. Brief clarifications of existing treatment plans

## 7.6. Prescription Refill Requests

### 7.6.1 Phone Refill Policy

Prescription refill requests should not be made via phone call. Please refer to our **Medication Policy** for detailed information on the proper procedures for medication refills.

### 7.6.2. Proper Refill Procedures

- a. Submit refill requests through the Patient Portal at least 72 hours before your medication runs out
- b. Contact your pharmacy directly for refills that have remaining authorized refills
- c. Schedule an appointment if you require medication changes or have no remaining refills

**For complete information on prescription refills, medication changes, and controlled substance policies, please refer to our comprehensive Medication Policy.**

## 7.7. Best Practices for Phone Communications

To ensure efficient service:

- a. Submit non-urgent requests through the [online form](#) or [patient portal](#)
- b. Reserve phone calls for time-sensitive matters that cannot wait for your next appointment
- c. Consider scheduling a telehealth appointment for complex issues requiring extended discussion
- d. Plan ahead for prescription refills to avoid urgent requests