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HERITAGE VALLEY
HEALTH SYSTEM

Heritage Valley Medical Group- Endocrinology

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Thank you for choosing Heritage Valley Medical Group - Endocrinology.

PATIENT VISIT AND TREATMENT POLICIES

1. Appointment Time – Please arrive 15 minutes before your scheduled appointment time. If you are 20 or more minutes late for your scheduled appointment, you may be asked to reschedule. We will see you as close to your scheduled appointment time as possible.
2. Appointment Cancellation – If you are unable to keep your appointment, please give at least 24 hours notice.
3. Prescriptions – We will electronically submit prescriptions after each visit. Make sure to inform us of any pharmacy changes. Please indicate if the medication to be refilled is for a 30 day or 90 day supply.
4. Prescription Refills – Please allow 3 business days for your refill to be processed. If you have not been seen in the office as recommended by your physician, you may be asked to come in for an appointment in order for the medication to be refilled.
5. Prior Authorization for Testing – Testing ordered at your appointment today may require prior authorization from your insurance company. Please do not schedule any test requiring an authorization until you have heard from our office. Failure to have authorization may result in you receiving a bill.
6. Advanced Beneficiary Notice (ABN) – If you present to our office for an appointment and do not have current insurance information, you will be asked to sign an ABN. An ABN, also known as a waiver of liability, is a notice that you may be responsible for payment.
7. Health Link – Heritage Valley Health Link Patient Portal allows you to easily and securely communicate online with your practice for non-emergent care needs. www.heritagevalley.org/healthlink. This allows you to send a secure message, request a prescription renewal, and request an office appointment. You can also view your lab and radiology results, discharge summaries, visit summaries, patient information, and much more! For Health Link support, you can email healthlink@hvhs.org or you can call 724-773-8344.

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