

Policies and Procedures

Thank you for choosing Lexington Rheumatology for your health care needs. Our physicians and staff are dedicated to providing you with excellent service. The following information answers frequently asked questions about our practice. Please call us at (803) 936-7410 with any additional questions, concerns or comments.

Hours

Our office is open Monday through Thursday from 7:00 a.m. to 5:00 p.m. You can reach us by phone Monday through Thursday from 7:15 a.m. to 4:30 p.m.

Record Updates

We will need to verify your information and insurance at each office visit. Keeping your personal and health information up to date will help us to better serve you.

Appointment Cancellations

We request 24-hour notice to cancel an appointment. Frequently missed appointments may result in dismissal from our practice.

Arrivals

New patients should arrive 30 minutes before their scheduled appointment to register with our practice. For subsequent appointments, please arrive 15 minutes before your appointment. This time allows us to update your information before your scheduled appointment. If you arrive late for your appointment, you may be asked to reschedule to help our staff stay on schedule.

Result Reporting

Please allow 10 business days to receive your test results. We may notify you by mail or phone.

Referral Notifications

Allow 10 business days to receive notification for routine referral appointments. Our staff may notify you by phone or mail. All referrals deemed urgent by your physician will be handled while you are in the office.

Prescription Refills

Request all prescription refills during your office visit with your provider. Please bring all your medications with you to your appointment to review them with your doctor and leave with all your needed prescriptions. If you run low on your prescriptions before your next scheduled appointment, please call our office and leave a message on the nurse line. Allow up to 48 hours to process your request.

An appointment may be required before your prescription can be refilled. Monitor your medications closely to avoid running out of them. We do not accept refill request from pharmacies by FAX or phone.

Controlled Medications

You must request refills of controlled medications at least 48 hours in advance. To pick up these written prescriptions, you or your designated proxy must present a photo ID to our staff and provide a signature.

Prior Authorizations

The prior authorization process can be lengthy at times. Call our office regularly to follow up on your authorization.

Payment and Insurance

All co-payments, co-insurance and deductibles are due at the time of service. We do not bill for these payments. If you do not have health insurance or insurance does not cover received services, you must provide payment in full during checkout.

Fragrances

Please do not wear perfume or cologne to our office. Many of our patients suffer from allergies and respiratory disorders.

Cell Phones

Please turn your cell phone to silent while at our office.