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## **Mayfair Internal Medicine, P.C.**

Larry Plunkett, M.D.

Edith Lovegren, M.D., Ph.D.

David Bolshoun, M.D.

Molly Pickett, AGPCNP-BC

Welcome to Mayfair Internal Medicine. We would like to take a moment to personally welcome you to our practice. We are pleased that you have chosen Mayfair Internal Medicine to be your primary care provider. Our goal is to provide quality care for all of our patients in a timely and respectful manner. We are a full spectrum internal medicine practice specializing in the care of adult and older adult patients.

Our office is open Monday through Friday from 9:00 AM to 5:30 PM. We are closed on major holidays. Patients are seen by scheduled appointment only, though we offer many same day appointments for urgent medical needs. Our provider's schedules fill up quickly, so we ask that you attempt to make every effort to make your scheduled appointments when requested by your doctor. We will do our best to provide you with same-day or next-day office visits for urgent care needs when appropriate.

Our providers are on call after hours for urgent questions and needs; please call our main number, **303-333-6434**, and follow the prompts.

If you are having a life threatening emergency (i.e. chest pain, fall, bleeding, think you are having a stroke) **911** is the number you need to call or go directly to the emergency room of your choice. If hospitalization is needed, we will refer you to the hospital of your choice. Currently hospital care is done by hospitalist physicians, who are providers that specialize in the care of hospitalized patients. We have the ability to work with the hospitalists, as needed, to assure a smooth transition with your health care.

### **At your appointment:**

You will need to bring your insurance card and a photo ID with you for ***each*** appointment. Please let our staff know if you have had any information changes since your last appointment. If you are unable to provide us with your insurance card, unless you intend to pay for your appointment at the time of service, your appointment may need to be rescheduled. You will be asked to fill out new registration forms annually so we may update your information.

### **All co-payments and past due account balances are expected at time of service.**

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 15 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.



Please bring a list of all of the prescription medications, supplements and over-the-counter medications that you take to each visit. Even if you think that we should know your medications or have them on your record we need to verify your medications every visit.

Our office policy for a missed appointment is:

- Mayfair requires 24 hour advance notice if you are unable to make your scheduled appointment.
  - There is \$30 fee for each missed appointment and \$100 fee for each missed complete history and physical without sufficient notice.
  - The 24 hour notification will allow us to fill your appointment slot with someone who may need care urgently.
  - Wasted appointments prevent other patients from getting care and harms our practice.
- We may choose to terminate our relationship with patients who have missed three or more scheduled appointments. We understand that appointments sometime need to be changed, so we ask that you call 24 hours in advance if you cannot keep your scheduled appointment.

Providing quality professional care to our patients is very important to us. Therefore, the following guidelines for dispensing medications in our office have been established:

1. **Mayfair Internal Medicine does not offer chronic pain management and will not dispense chronic pain medication** (for example: chronic daily narcotics such as Percocet, Vicodin, or Dilaudid). We will provide you with a referral to a pain management center if you need this specialized form of care after evaluation by our physicians.
2. **Mayfair Internal Medicine does not offer ADD or ADHD medication management** (for example: Ritalin, Adderall, Strattera, Concerta). We will provide you with a referral to a psychiatrist for management of these medications.
3. If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes medication), you will be given ample refills for 30 or 90 days at a time during your routine office visit.
  - a. When you are down to ‘no refills’ and only a 30 day supply of medication, we ask that you call and schedule your follow-up office visit in order to be evaluated and have your medications adjusted or refilled. We ask that you allow enough time for us to make an appointment so you’re not without your medication.
4. For the safety and well-being of our patients,
  - a. Requests for **new** medications (including antibiotics) will not be taken over the phone or over the patient portal during office hours without an appointment and evaluation by the physician.
  - b. **All medication refill request should first be directed to the pharmacy that you routinely fill your prescriptions.** Our office will receive notification and provide refills accordingly. If your request through the pharmacy has not been fulfilled within 1-2 business days, than please call our office and we can assist you with



your refill request. We also have options to refill your medications by phone 24 hours per day and over our patient portal.

- c. No new medications (including antibiotics) will be called in over the phone after office hours by the on-call provider.
- d. We understand that unexpected situations arise, thus a small refill of a chronic medication will be granted for one or two days after office hours on an as-needed basis determined by the on-call provider. This allows patients to be seen and evaluated by the physician during office hours for all their medication refills.

Mayfair Internal Medicine is affiliated with Rose Medical Center and Healthone Hospitals. We have a working relationship with many of the specialty physicians at Rose Medical Center. Our electronic medical record allows us to receive patient results quickly and efficiently through our direct link with Healthone Hospitals. This is an important resource in meeting our goal of providing high quality care in a timely manner.

If you are seen in the emergency room or are hospitalized, we will want you to make appropriate and timely follow up with our office if your condition warrants.

Welcome to our practice and thank you for choosing Mayfair Internal Medicine for your health care needs.

Sincerely,

The team at Mayfair

