

Larkspur Family Health, PLLC

Dr. Amara Whitfield, MD · Solo family practice since 2014
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PRACTICE GUIDE

Document
How our practice works
Owner
Dr. Whitfield / Office Manager
Version
8.0 · Effective 01/2027
Staff
One physician, two staff members

How Our Practice Works

We are a small office. Knowing which route to use gets you an answer faster than calling twice.

WE ARE ONE PHYSICIAN AND TWO STAFF MEMBERS

That is deliberate. It means you see the same doctor every visit. It also means the phone is sometimes busy and a non-urgent message may take a day. This guide tells you which route is fastest for each situation.

OFFICE HOURS Mon, Tue, Thu 8:00a–5:00p · Wed 8:00a–12:00p · Fri 8:00a–3:00p	LUNCH, PHONES UNSTAFFED 12:00p–1:00p daily
CLOSED Weekends and posted holidays	AFTER HOURS Call 555-0170 and follow the prompts

WHICH ROUTE TO USE			
IF YOU NEED...	USE THIS	WHO HANDLES IT	REALISTIC RESPONSE TIME
To book, move, or cancel a routine appointment	Portal, or call 555-0170	Front desk	Same business day
A refill of a medicine you already take	Ask your pharmacy to request it	Pharmacy sends it to us electronically	2 business days
A refill of a controlled medicine	Schedule a visit	Dr. Whitfield	Requires an appointment
A non-urgent question about your care	Portal message	Dr. Whitfield	2 business days, often sooner
A question about a test result	Portal message	Dr. Whitfield	2 business days
A form, a letter, or paperwork completed	Drop off or portal, with a deadline noted	Office manager, then Dr. Whitfield	5 business days
A new or worsening symptom today	Call 555-0170 and say it is urgent	Front desk triages to Dr. Whitfield	Same day
Referral status	Call 555-0170, option 3	Office manager	1–2 business days
A billing question	Call 555-0170, option 4	Office manager	2 business days
Medical records	Written request form	Office manager	Up to 30 days by law
Urgent help after hours	Call 555-0170 and follow the prompts	Dr. Whitfield or the covering physician	Callback within 60 minutes
An emergency	Call 911	Emergency services	Immediately

WHY WE ASK THE PHARMACY TO REQUEST REFILLS	WHAT WE CANNOT DO BY PHONE OR MESSAGE
It is not to make it harder. When the request comes from your pharmacy it arrives electronically with the exact medicine, strength, quantity, and prescriber already attached. When it comes by phone, someone has to transcribe all of that, which is both slower and more error-prone. • Call your pharmacy, or use its app, and ask them to request the refill. • Give us 2 business days. Do not wait until you have run out. • If you are out of refills, we may ask you to schedule a visit first. • Some medicines require a current visit, current labs, or a current blood pressure before they can be renewed.	• Diagnose a new problem without seeing you • Prescribe an antibiotic for a symptom described over the phone • Prescribe or renew a controlled medicine • Complete a disability, FMLA, or legal form without a current visit • Give a medical opinion about a family member who is not our patient • Interpret a result from another clinician's office that we have not received These are not policy preferences. Each one requires an examination, documentation, or a record we do not have.

APPOINTMENTS, CANCELLATIONS, AND BEING ON TIME

TOPIC	HOW IT WORKS HERE
Visit length	Routine visits are 20 minutes; annual visits are 40 minutes. Tell the front desk when you book if you have several things to discuss, so we can book the right length.
Running behind	We are sometimes late because we do not cut a visit short when a patient needs more time. You will receive the same consideration when it is your turn. Call ahead if you want to know the current wait.
Arriving late	More than 15 minutes late usually requires rescheduling, because a single small practice cannot absorb it without affecting everyone after you.
Cancellations	Please give 24 hours. A missed appointment in a solo practice is a slot no one else could use. A \$45 fee applies after the second missed appointment in a year.
Same-day slots	We hold several each morning for urgent problems. Call at 8:00a for the best chance.
Walk-ins	We cannot accept walk-ins. Please call first, even from the parking lot.

COSTS AND PAYMENT

- Copays are collected at check-in.
- We will tell you a self-pay price before a service if you ask.
- Laboratory and imaging services bill you separately from this office.
- Payment plans are available; ask the office manager rather than letting a balance age.
- We provide a good-faith estimate on request for scheduled services if you are uninsured or not using insurance.

WHEN DR. WHITFIELD IS AWAY

- The office remains open for appointments with our covering physicians.
- Urgent calls are handled by the covering physician, who can access your chart.
- Refills and routine paperwork may take longer during these weeks.
- Vacation dates are posted in the office and on the portal at least a month ahead.

FICTIONAL SPECIMEN. Larkspur Family Health, Dr. Whitfield, the phone numbers, hours, fees, and policies described here are invented for demonstration only. This is not a real practice policy, not a real financial agreement, and not medical or legal advice.