



## Patient Information Letter

**Welcome to Edge Family.** We are happy to have you as a patient. We care for those of all ages, from newborns to geriatrics.

**SERVICES PROVIDED-** We provide comprehensive services and procedures including, but not limited to: physical exams, wellness visits, pap smears, joint injections, skin exams/biopsies, liquid nitrogen therapy, EKG testing, ear lavage and much more. Additionally, we provide management of chronic conditions such as diabetes, high blood pressure, thyroid imbalances, dementia, cholesterol, anxiety, depression, insomnia, and acne—among other conditions.

**CO-PAY/DEDUCTIBLE:** A co-pay is a portion of your visit which your insurance company requires you pay. This amount is not determined by Edge Family Medicine, but by your insurance company. Co-pays are paid at time of service; we accept cash, debit cards, and credit cards.

**APPOINTMENTS:** We recommend you schedule your follow up appointment before you leave the office. Otherwise, you can schedule by logging into the patient portal or by calling our office at 909-870-5200

### How often should you be seen?

**Physicals** – every 1 to 5 years depending on age.

**Diabetic Visits** – every 3 to 6 months

**Heart Disease** -every 3 to 6 months

**Blood Pressure Visit-** every 3 to 6 months

**Thyroid-** every 6 to 12 months

**Controlled Substances** every 3 months (Narcotics, Benzodiazepines, ADHD Medications)

If you are unable to make your appointment, please call our office 24 hours prior to your appointment. Additionally, you may also CANCEL an appointment by signing into

the patient portal. We reserve the right to discharge patients who have 3 or more NO SHOWS (i.e. appointment not cancelled within 24 hours).

**AFTER HOURS CARE:** If you need assistance after the clinic has closed, please call 909-870-5200 to be connected with our answering service who will connect you to the on-call physician. Please keep in mind this physician may not have access to your medical records as access is limited after hours. Please also note, that this line is for medical advice ONLY, this is not a refill line. Please call during normal business hours if you need a refill. Please also note, after hour physicians are NOT permitted to prescribe any controlled medications.

**HOSPITALS:** Edge Family Medicine providers admit patients to San Antonio Regional Hospital through the their hospitalist group.

**CONTROLLED SUBSTANCES:** We reserve the right to NOT prescribe narcotics, benzodiazepines and other controlled substances, if it is NOT appropriate. Individuals on controlled medications are to sign a Controlled Substance Agreement (CSA). Failure to abide by the terms of the agreement between you and the “Provider” may result in being terminated or “fired” from our practice. Patients on controlled medications will be required to complete random Urine Drug Testing (UDT). The cost of UDT is the responsibility of patient’s insurance and/or the patient. Edge Family Medicine will not be held liable for the costs.

**SPECIALISTS:** As a result of our long-standing place in the community, Edge Family Medicine has cultivated relationships with the best specialists in the area, who provide quality care to our patients.

**REFILLS:** If you are due for a refill please 1: contact your pharmacy 72 business hours prior to needing the refill and ask them to send us a request, 2: Login to your patient portal account and send a refill request to your healthcare provider, or 3: Call our office at 909-870-5200. Please allow 1-2 business days to respond to refill requests.