



## OFFICE POLICIES

APPOINTMENTS: Please arrive 10 minutes prior to your appointment time for routine visits and 15 minutes prior for your annual preventative care visit. We make every attempt to be on time, appointments may be delayed due to extended care provided to seriously ill patients preceding your appointment. We have an automated appointment reminder system where you can choose either a phone call or text. Please notify us in advance at least 24hour (1 business days) if you must cancel or reschedule. You can also send a portal message to cancel. This allows us the opportunity to give your appointment to another patient. There is a \$25.00 charge for missed appointments not cancelled or rescheduled appropriately. Patients who miss three appointments during a 12month period may be dismissed from the practice

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Billing and Charges: You are responsible for paying, at the time of service, all co-pays, deductibles, and other allowable charges not covered by insurance. Please notify the office staff at the time of your visit, of changes in your insurance coverage or personal information, so you are accurately billed for your visit. please bring your insurance cards and photo id to your appointments.

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Phone Calls: It is not possible for the provider to take phone calls while they are seeing patients. We recommend sending messages through the Patient Portal. Alternative options would be to speak to our office staff or leave a detailed message on our voice mail or with our call center. Phone calls will be triaged and when possible, will be returned within 24 business hours (Monday through Friday 9am to 5pm) During high volume call time someone will contact same day before 5pm in the order we received, please provide DOB and spell your name and provide the specific reason for calling. We do have a physician "on-call" for after office hours, weekends or holidays for URGENT ISSUES ONLY. For serious or life-threatening issues, call 911. All after-hours nonemergent calls will be charged minimum \$25.00.

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Prescriptions/Refills & Paperwork: New prescriptions will be sent electronically to your pharmacy, as required by Medicare and commercial insurers. Periodic visits are required to monitor chronic medications. Refills will not be given if you have not been seen within the last 12 months or have failed to keep routine follow-up visits. You should contact your pharmacy for routine refill requests. You can also request refills on the Patient Portal. Please allow a minimum of three business days for these to be processed by our office. Routine refills will not be processed after business hours, on weekends, or holidays. WE DON'T TREAT ADHD, CHRONIC PAIN AND ANXIETY please check with our staff before scheduling appointment. We don't do some work-related paperwork please check with the staff before scheduling the appointment.

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EXAM Policies: Please note that ONLY 1 person other than the patient will be allowed in the exam room if requested. This policy has no exceptions. We can arrange a family meeting with the doctor if it is requested in advance. This is to protect patients and to allow them to speak freely to the provider and to prevent multiple interruptions while the exam is being conducted. OSHA also regulates the number of people in a room of a specific size. We kindly request that you donot use your cell phone while in the exam room.

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Print Name Patient or Guardian \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_