



## PRACTICE POLICIES AND GUIDELINES AGREEMENT

Our goal is to provide you with excellent healthcare in a friendly and compassionate environment. Please take a moment to become familiar with our office's policies and guidelines, then sign the acknowledgement at the bottom of this page and return it to our office. Our treatment relationship is a partnership and we look forward to helping you achieve the best health outcomes possible.

**First time Visit:** Please arrive at least 25 – 30 minutes prior to your appointment time. A nurse will go over your past medical history. Please bring all of your medications in their original containers. If you have co-pay please be prepared to pay it when you check in at the front desk. If you do not have insurance coverage payment will be collected after you see the doctor. Payment is due at the time of service.

**Follow-up Visits:** Please arrive 5 – 10 minute before your scheduled appointment time. It is our goal for you to be ready to see your physician on time. Notify us if you have any changes in your insurance or contact information. Please make us aware of any significant updates in your medical history, such as hospital or urgent care visits, and any changes in your medications by another healthcare provider, please let us know.

**Follow-up Care:** Your treatment plan may involve follow-up care. As such, we may schedule you for diagnostic tests, follow-up appointments with us or other providers. If you do not keep the appointment, it is important that you contact us to discuss alternatives. Likewise, if you decide to seek care from another provider, please let us know.

It is our policy to inform you of test results, however, if you have not received your test results within the expected time, please contact our office. Some patients may make an appointment for a mammography exam and receive the follow-up report without a doctor's referral. This is known as "self-referral." In these cases, we may not be aware of your test results. Please provide us with a copy of your test results and make us aware of any recommendations for follow-up care.

**Late Arrivals:** We all run late sometimes. In the event that you are late for your appointment, we will try our best to work you back in to the schedule. Depending on how busy we are, you may be required to reschedule your appointment.

**Appointment Cancellations:** We understand that sometimes plans change. We ask that you reschedule appointments at least 24 hours in advance so that we may give that time to someone else. Although unexpected events may necessitate missing an appointment, if you miss 2 appointments without following the cancellations protocol them you will be charged \$25.00. If you miss 3 appointments without following the cancellation protocol, you may be dismissed from the practice. You will receive a written notification if you miss 2 appointments.

**Medication Refills:** For non-emergency, and routine medication refills, please allow 48 hours and ask your pharmacy to send us a refill request. Also, please let a nurse or physician know if you need a 90 day prescription. Narcotic medications will only be written for a 30 day supply at a time. Additional refills to the original prescription will be at the doctor's discretion. Early refills will not be given. There will be a \$25.00 charge for any refills that require a written prescription and must be paid when the prescription is picked up from the office. You may be requested to contact your pharmacy to ask them to fax a refill request to our office to assure that exact fill dates are documented accurately. You may also be asked for a follow-up appointment for certain refill requests. All refills must be requested Monday thru Thursday 8:00 AM to 5:00 PM. No refills will be given on Fridays.

**Disability Forms:** If you have any Insurance Disability Forms or FMLA papers that are required to be filled out there will be a \$25.00 charge and is due when you drop the form off at our office. Please allow 48 hours for these forms to be completed.