



Office Policies - Read Carefully

- **NEW PATIENT PAPERWORK** - needs to be turned in before we schedule your appointment.
- **PERTINENT LABS/RECORDS** - are needed before scheduling in order to make your first visit go smoothly.
- **SCHEDULING** - new patients are only allowed a ONE time reschedule if notified over 48 business hours. New patient appointments which are canceled less than 48 hours or no show WILL NOT BE RESCHEDULED.
- **APPOINTMENTS** - reminder text message, email and phone calls will be sent at least 48 hours prior. This is just a courtesy call. It is the patient's responsibility to remember their appointment. 24 hour notice is required when canceling an appointment. A **NO SHOW** fee of \$50 will be charged if you fail to notify the office. There is a 15 minute grace period before appointments are canceled.
- **LABORATORY/IMAGING TESTING** - prescriptions are given for blood work or imaging testing and it is required to be done prior to your visit. If you fail to have your tests done, your office visit will be canceled and will be rescheduled at the next available time. It is the patient's responsibility to make sure the test results are faxed over to our office. Test results will be discussed at the time of the next visit.
- **INSURANCE** - copays are to be collected prior to your visit with the doctor. This applies to both in person and televisits. If you have a new insurance plan, it is your responsibility to update the office 72 hours prior to your appointment.
- **PRIOR AUTHORIZATIONS** - certain medications, lab testing and imaging studies require prior authorization. It usually takes 1-2 weeks turnaround time depending on the insurance companies.
- **REFERRALS** - if required, it is the patient's responsibility to obtain one when needed. Referrals should be obtained from your primary care physicians office.
- **PRESCRIPTIONS** - refills must be called in 48-72 business hours prior to when needed. Please plan accordingly. Prescriptions will be refilled during office hours and not on weekends/holidays as reviewing the chart is required. If appointments are not kept, then a 1 month will only be refilled and no future refills will be given unless the patient is seen.



- **MEDICAL RECORDS** - when requested, must give a 72 hour notice to the office staff. Copies under 20 pages must be picked up at the office and sign the release form. We do not mail out medical records. Any records over 20 pages will require a charge of \$1 per page. Patients transferring to another physician will need to have the new physician send us a Records Request Form and should give the office 7 days to process this.
- **COMMUNICATION** - please use the patient portal for communication. Do not use the admin email. Please limit calls to the office as we are with patients most of the day and can better respond to portal messages.
- **AFTER HOUR CALLS** - this includes weekends are only for emergencies. Scheduling/refills or other issues will only be addressed during business hours. After hour calls may require a telemedicine appointment which may apply to your copay/deductible.
- **STAFF** - please note they are working hard and covering multiple tasks at any given time. DO NOT CALL REPEATEDLY. We have a busy clinic. ANY TASK CAN TAKE UP TO 3 BUSINESS DAYS.
- **RUDE BEHAVIOR** - please note that rude behavior of any kind is not acceptable and is grounds for dismissal from the practice. We value our employees. We value our patients. We expect mutually respectful communication. NO EXCEPTIONS.
- **COMPLIANCE** - all patients are expected to be compliant with their medications and follow up appointments. If patients are not compliant, they will be dismissed from our practice.

Patient Signature _____

Date _____

