



OFFICE POLICIES

- All accounts must be kept current to continue to receive care.
- Co-Pays and deductibles are collected prior to appointment.
- We value your time and try to minimize your wait time, please do not ask us to address health issues of your family members at your visit.
- Please be courteous, fair and respectful to our staff. We are trying our best to help you.
- No refills after 5:00PM or on weekends.
- Request refills when you are near the end of your current medication supply.
- No refills if patient has not been seen within the last year.
- Please leave clear telephone messages with the receptionist to get a prompt response. Non-emergent calls will be returned within 24 hours.
- To answer all your questions, we ask that you return to the office to obtain your lab and other results.
- We have a No tolerance policy for narcotic misuse.
- We understand that delays can happen, however, we must try to keep the doctor and other patients on time. If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment.
- We understand that there are times when you must miss an appointment due to unforeseen circumstances. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise when another patient fails to cancel and we are unable to schedule you for a visit due to a seemingly full appointment book.
- We will require that patients with self-pay/deductibles and co-pay balances do pay their account balances to zero prior to receiving further services by our practice. Patients who have questions about their bills or who would like to discuss a payment plan option may call and ask to speak to the office manager with whom they can review their account and concerns. Patients with balances over \$50.00 must make payment arrangements prior to future appointments being made.

By initialing I have read and understand the above: _____ Date: _____