

OFFICE POLICIES

- All patients must complete new patient paperwork before seeing the doctor. It is essential you allow enough time before your appointment time to do so. Information must be updated annually or as changes occur. Please inform us of changes in address, phone number, insurance, or PCP.
- Full payment is due at the time of service rendered. This includes co-payments, deductibles, and services not covered by your insurance.
- We appreciate your patience in the waiting room. We strive to maintain our clinic schedule; however, we cannot predict delays due to emergencies or other factors beyond our control. In these instances you wait may be longer than normal. Please let the doctor know if you have waited longer than one hour since you completed required paperwork.
- If your plan requires a referral, you are responsible for contacting your PCP. Most PCP's require at least 48 hours notice for referrals to be completed. You cannot be seen until your referral has been received by our office.
- Insurance cards must be presented at the time of the office visit. Please notify our office if there is a change in insurance plans or coverage. All patients must have an insurance card in order to utilize benefits.
- We file claims as a courtesy to our patients and do not become involved in disputes between the insurance company and the patient. Any dispute for unpaid charges will be billed to the patient. It is the patient's responsibility to disclose insurance information (primary and secondary plans).
- All prescriptions refills should be called into the pharmacy at least five working days before the last pill is taken to allow us adequate time to obtain approval. All refill requests will be handled during normal office hours.
- Failure to cancel an appointment without 24 hours notice is subject to a \$50 no-show charge.
- All after hours non-emergent phone calls will be subject to a \$25 charge. This does not include messages left on our voicemail. Please note your insurance will not pay for these.
- Completion of any medical/disability/FMLA forms will have a \$25 charge for each set.
- There will be a \$25 charge added for all returned checks.
- We will do our best to treat you with kindness, compassion, and respect. Any verbally or physically abusive patient (this includes patient's family members) will be dismissed.

Thank you for following our office policies. We are glad you have chosen our office to meet your healthcare needs.