

Thank you for choosing our office for your medical care. We have written these policies to keep you informed of our current office policies. Please refer to our website for policy updates.

OFFICE POLICIES, EFFECTIVE January 1, 2023

Office Hours: Our office is open Monday-Friday, 9:00am – 5:00pm and Saturday, 9:00am – 12:00pm. **Walk-in Appointments:** 8:30-9:15 Mon-Fri.

Appointments: We see patients by appointment only. Same day appointments are usually available for urgent or sudden illness for existing patients. Please arrive at least 15 minutes prior to your scheduled appointment to allow us adequate time to properly check you in. If you have any changes to your demographic information (such as a change of address or insurance), please arrive 15 minutes prior to your scheduled time.

After hours, Emergencies, and Holidays: If you have a life-threatening emergency, call 911 immediately. Our answering service is available after hours, weekend, and holidays for your convenience. You will have the opportunity to either leave a message or the answering service will page the physician on call.

Running On time: We know your schedule is busy and that your time is valuable. Our physicians make every effort to keep on schedule. If you have been waiting more than 20 minutes and have not been advised of a delay, please speak to the receptionist to ensure that you have been properly checked in. Patients are seen in schedule order, with few exceptions. Patient arriving more than 10 minutes after their scheduled appointment may be asked to reschedule.

Forms/Letters: Your child will require many forms to be filled out over the years. When your child's school, camp or sport's program requires a form to be completed by a physician, please provide it to us with as much of the information as you can already filled out. This will help facilitate their rapid return. Forms should reach our office AT LEAST TWO WEEKS PRIOR to the time you need them returned. We will not be able to fill out the forms at the child's annual physical during very high volume months (June, July, August and September). There is a \$10 charge for the completion of forms. There will be an additional \$25 fee for more comprehensive forms/letters that require the doctor to spend additional time completing

Test Results: Our office will only contact you if your tests results are abnormal. A staff member will contact you if you need to take immediate action regarding your results. If the doctor needs to speak to you regarding your results, you will receive a phone call and be asked to schedule an appointment. If you wish to obtain a hard copy of your test results, please stop by the office and we will print them for you. Copies of test results will not be mailed to you unless you provide us with a self-addressed, stamped envelope. Alternatively, we can FAX them to you at your request.

Prescriptions and Refills: The best time to get a prescription refill is at your appointment. If you need a refill, and your current prescription bottle indicates that your refills remaining, please contact your pharmacy. Most refills require the doctor's approval. Please allow 3 business days for us to process your refill request. You may leave an after-hours request via our answering service. Please do not contact the on-call physician with a refill request, as they do not have access to your chart.

Mail order prescriptions: Your physician will electronically send your prescription to you mail-order pharmacy. If your insurance company requires an additional form to be submitted with your prescription, please tell the physician that you would like your prescription printed.

Patient Dismissal: While we make every effort to work with you, unfortunately sometimes we feel it is best for all involved to dismiss you from our practice. If you are dismissed from the practice you will be allowed 15 days for emergency treatment in our office. After that time, you will be required to seek the services of another physician in another office. Common reasons for dismissal include: Failure to keep appointments, non compliance with prescribed treatment plan, abusiveness to staff, failure to pay your bill.