



## Office Policies

Patient Name: \_\_\_\_\_

Date: \_\_\_\_\_

Please read and initial indicating you understand the office policies. Thank You!

### Appointment Scheduling

- **Scheduling:** Appointments can be made by phone or online through our patient portal. Same-day sick appointments are available on a first-come, first-served basis.
- **Confirmation:** Appointment reminders will be sent via text or email 48 hours before your scheduled time. Please confirm your appointment through the provided link.
- **Cancellations:** Please provide at least 24 hours' notice for cancellations or rescheduling. Failure to do so will result in a **\$40.00 cancellation fee**.

### Check-In Procedures

- **Arrival:** Please arrive 15 minutes prior to your appointment to complete any necessary paperwork.
- **Late Arrivals:** If you arrive more than 15 minutes late, we may need to reschedule your appointment to accommodate other patients.
- **No Show Policy:** If you do not show up for an appointment as scheduled you will be charged \$40.00 for a missed appointment. Additionally, if you have 3 recorded No-shows without notifying us, you will be dismissed from the practice.

### Telehealth Visits

- **Access:** Telehealth visits can be scheduled by phone or through our patient portal. Ensure you have a stable internet connection and a quiet, private space for your consultation.
- **Technical Issues:** If you experience technical difficulties, please contact our office immediately to reschedule.

### Payment Policies

- **Insurance:** We accept most major insurance plans. Please bring your insurance card and a valid ID to each appointment.
- **Co-Payments:** Co-payments are due at the time of service. We accept cash, checks, and major credit cards. There will be a **3% surcharge** added to ALL credit card payments.
- **Insufficient funds:** In the event that a check is returned by your bank due to insufficient funds, a closed account, or any other reason, a returned check fee of **\$35.00** will be charged to your account. This fee is to cover the administrative costs associated with handling the returned payment.
- **Billing:** Patients will receive a bill for any remaining balance after insurance processing. Payment plans are available upon request.

### Prescription Policies

- **Refills:** Prescription refill requests should be made through our patient portal or by contacting our office at least **7 business** days before your medication runs out. There will be a charge associated with calling an on-call provider for a prescription refill, as this is NOT a medical emergency. Please plan accordingly.
- **Controlled Substances:** Prescriptions for controlled substances require an in-person visit every 3 months minimum but is ALWAYS at the provider's discretion, NO Exceptions! These will NOT be refilled via phone, email, or on-call at Any time. You will be required to complete a Controlled Substance agreement as well. The provider has the right to

discontinue controlled substance refills at any time if it is determined to be in the best interest of the patient's health and safety, or if there is evidence of misuse, abuse, or non-compliance with the treatment plan.

---

### Privacy and Confidentiality

- **HIPAA Compliance:** We adhere to all HIPAA regulations to ensure your personal and medical information is protected.
- **Medical Records:** Patients can request copies of their medical records by completing a release form. Please allow up to 10 business days for processing. There is a fee associated with

---

### Communication

- **Patient Portal:** We encourage patients to use our secure patient portal for non-urgent communications, appointment scheduling, and access to medical records.
- **Urgent Issues:** For urgent medical issues during office hours, please call our office directly. For emergencies, dial 911 or visit the nearest emergency room.

---

### Office Hours

- **Regular Hours:** Our office is open Mon. 7am – 5pm; Tue. 9am – 6pm; Wed. 7am – 4pm; Thur. 9am – 5pm; Fri. 7am – 2pm. We are closed on the weekends and all major holidays.
- **After Hours:** For after-hours non-emergency issues, you can leave a message on our voicemail, and we will return your call the next business day. See On-Call policy below.

---

### After-Hours On-Call Provider Policy

We understand that healthcare needs can arise outside of regular office hours. To ensure you have access to support when you need it, a provider is always on call after hours for urgent medical concerns.

- **Availability:** Our on-call provider is available after regular office hours to assist with URGENT medical matters. This service is designed to address issues that CANNOT WAIT until the next business day.
- **Non-Emergent Matters:** For non-emergent matters, there is a **\$25.00** charge to reach the on-call provider. This fee covers the administrative and staffing costs associated with providing after-hours support. Examples of non-emergent matters include:
  - Prescription refill requests
  - Scheduling or rescheduling appointments
  - General health inquiries for non-urgent symptoms (i.e cold symptoms, COVID, urinary symptoms, etc.)
- **Emergencies:** If you are experiencing a true medical emergency, please call 911 or go to the nearest emergency room immediately. The on-call service is not intended for emergencies.
- **Contact Procedure:** To reach the on-call provider after hours, please call our main office number and follow the prompts to be connected. If the matter is non-emergent, the **\$25.00 fee** will be billed to your account.

---

### Behavioral Expectations

- **Respect:** We maintain a zero-tolerance policy for abusive or disruptive behavior towards staff or other patients. Violations may result in discharge from our practice.
- **Compliance:** Patients are expected to follow the care plans and recommendations provided by our healthcare team. Non-compliance may result in dismissal from the practice.

---

### Feedback: We welcome and love feedback!

- **Surveys:** Periodically, we may request feedback through patient satisfaction surveys. Your input helps us improve our services.
- **Complaints:** Any concerns or complaints should be directed to our office manager, who will address them promptly and confidentially.

---

Signature

---

Date