

OUR OFFICE POLICY

Phone Calls

Every phone call is important to us. We will answer your calls and return your messages as promptly as possible. Our phone lines are busiest in the early morning hours, especially on Monday mornings. If you do not have an urgent issue, we recommend calling our offices at a later time during the day. All messages are reviewed by the physician; however, your call may be returned by a staff member.

Appointments

Appointments can be made by calling our offices during regular hours of operation or you may leave a message stating your Name, DOB and best number to reach you at and we will return your call as soon as possible.

If you need to reschedule or cancel your appointment, please contact the office at least 24 hours in advance so that we may open this appointment slot for another patient. Our office charges a \$50 late cancellation fee and a \$50 no show fee, this fee is the patient's responsibility, your insurance WILL NOT cover this fee. Failing to show up for your scheduled appointment 3 times in a 6 month period could result in discharge from the practice.

Payment

Copays are due before services are rendered. If you have any balance on your account you will be required to make a payment before your appointment. If you do not have insurance or you were seen outside of insurance coverage you will be responsible for the price of the office visit which is \$250 for the first evaluation and \$150 for any office visit there after.

We accept most major credit cards, visa bank cards, HAS/HRA debit cards, checks and cash.

Abusive Behavior

Our office does not tolerate abusive behavior of any kind such as obscene language, harassment or violence towards our staff or providers. Any abusive behavior demonstrated will result in 1 warning letter, if the abusive behavior continues you will be discharged from the practice.

Prescription Refills

When calling for a routine prescription refill, please allow 72 hours for your prescription to be called into your pharmacy. Please call our office 3 days prior to needing any refills, failure to do so may result in your medication not being refilled before running out. Once your medication has been sent, someone will inform you your medication has been sent via phone call. DO NOT call more than once a day to check on the status of your refill.

When calling for a prescription refill, please be prepared to provide us with the exact name of the medication and dosage. Please specify which pharmacy you would like the prescription sent to and give the name, phone number and address of any new pharmacy you would like to use.

If you are interested in a new medication, you must schedule an appointment to discuss this with your physician. We will not call in a prescription for a medication that has not been previously prescribed and we will not make any adjustment to your doses without an appointment.

Form Completion

We will gladly fill out forms for disability determination, FMLA, or any forms or letters you may need. An appointment is required to complete any forms. Please schedule the paperwork appointment in a timely manner as we can not guarantee we will have any availability if you wait too long to schedule the appointment before the forms are due.

New Patients- We will not complete any forms or write any letters until you are seen for at least 2 appointments and are an established patient. NO EXCEPTIONS.

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