



# OFFICE POLICIES

## OFFICE HOURS:

We are here Monday, Tuesday, Wednesday, and Friday from 9am-5pm. Thursdays and Saturdays we are here from 9am-1pm. Sunday we are closed. **In case of an emergency, please dial 911.**

## APPOINTMENTS:

Patients with appointments are given priority. As a convenience to our patients, we now ask that you schedule your appointments. This will decrease the wait time to see your doctor. Of course patients will still be able to walk in for emergencies.

## CO-PAYMENTS:

All co-payments or payment for office visits are due at the time services are rendered. Co-payments are typically collected before seeing the doctor. We accept cash, personal check, Visa, MasterCard, American Express and Discover. **To "write-off" a co-pay, or to allow a patient in to see the doctor without collecting the co-payment, is against the law.**

## LABS:

As a convenience to our patients, we draw labs in the office. We use participating labs: Quest and Labcorp. If a patient prefers to go to the lab instead, you will be given a requisition for blood work. Lab results are discussed **ONLY** by a follow up appointment. **No results will be given over the phone.** If a patient prefers they be emailed, faxed or mailed instead or in addition to, that can be arranged. Again, co-payments for all office visits are due at each visit. **To "write-off" a co-pay, or to allow a patient in to see the doctor without collecting the co-payment, is against the law.**

## REFILL REQUESTS:

Please contact your pharmacy for any refill request. Please allow up to three business days to process your refill request. Please note: the doctor will prescribe three months of most prescriptions at a time. Some prescriptions require by law that patients must be seen on a monthly basis. Please follow up and make an appointment for your next visit. **ABSOLUTELY NO MEDICATIONS WILL BE CALLED IN AFTER HOURS AND ON WEEKENDS.**

## REFERRALS/AUTHORIZATIONS:

Referrals, and authorizations: allow 7-10 days for most requests. Any urgent requests will be handled right away. All insurances are different: some require less or more time to process. We will try our best to accommodate and expedite your requests.

## FORMS/LETTERS/OTHER:

Please allow at least one week for any letters, forms, or any other specific request. Again, we will try our best to accommodate and expedite your requests.

## PHONE CALLS:

The doctors make every effort to return calls by the same day, after hours. If you have a matter that needs to be addressed immediately, please make a same day appointment. If you need to make an appointment, request records, referrals, refills, etc, please speak with our office staff.

## OFFICE STAFF:

We treat our patients with the utmost importance. We ask that you do the same. Any inappropriate language or behavior will not be tolerated.

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**PRINTED NAME OF PATIENT**

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**SIGNATURE**

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**DATE**