

PATIENT OFFICE POLICIES

Your Initial Visit

Please arrive 30 minutes before your appointment to complete all patient information forms. Please bring your medications, your insurance card, and picture ID with you. If possible, please bring your past medical records with you. We will retain your records, scan the pertinent information, and notify you when your records are ready to be picked up. We ask that you pick up your records at your next office visit or within a timely manner as we only hold them for six months. After six months have elapsed, your records will be shredded.

Appointments

An appointment is needed in order to be seen. We ask that you please present your insurance card to check in at every office visit. Please call us in advance so that a special time may be reserved for you. If you are unable to keep your scheduled appointment, please call at least 24 hours prior to your appointment to cancel or reschedule. If you are more than 15 minutes late, it may be necessary to reschedule your appointment.

A \$30 fee is charged for appointments that are not canceled within 24 hours in advance.

If you are under 18 years old, you need to be accompanied by a parent or guardian or have a note from them giving us permission to see you.

Payment

Any copayments and all balances must be paid in full at check in prior to being seen.

Prescriptions

Please allow up to 48 hours for any refill requests to be filled.

Prescriptions for antibiotics, pain medicines, or other non-routine medications require an office visit so that a review of your chart and an examination may be completed to better determine the appropriate course of care and proper medications.

Medical Records & Release Information

If you have not signed a HIPAA "disclosure of information release form", we cannot by law speak with anyone other than the patient or parent/guardian if the patient is a minor. Please also be aware that there are some issues that cannot be discussed with a parent unless we have the permission of the minor child.

Our office charges a fee for release of records for personal use. The first 50 pages are 50 cents per page and 25 cents per page thereafter.

There will be a fee for any form to be completed outside of an office visit. One free form will be completed during any office visit, after that there will be a minimal charge per extra form(s). Please allow up to 72 hours for any forms/letters requested.

Patient/Parent Guardian Signature

Date