

OFFICE POLICIES

The policies listed below explain how we run our practice. We have these policies so that we can be more efficient and meet the needs of our patients.

New Patients

Dr. Shahabadi is accepting new patients of all ages.

- She is available on Mondays, Tuesdays, Wednesdays, and Fridays. She starts as early as 8:30am.
- Appointment times vary depending on which day you want to come in please call the office ahead of time to check availability.

Dr. Mirali is accepting new patients of all ages.

- He is available for office hours on Thursdays from 9am – 5pm.
- He is also available on other days, however appointment hours vary depending on which day you want to come in so please call the office ahead of time to check availability.

Before Arrival to Your Appointment

- Prior to your appointment, we encourage you to go onto our website to the registration section to complete online forms. This also pertains to returning patients who registered previously.
- **New Patients:** We would appreciate a call back to confirm that you received your confirmation call for your upcoming appointment. We will not extend a second appointment to new patients who simply do not show.

Arrival to Your Appointment

- Please anticipate that traffic is a major factor in your commute and please plan to arrive at least **15 minutes** early to your appointment. Personal and medical information may require updating if a year has elapsed since your last visit. You may be asked to update your medications and allergy list so please be prepared.
- Patients arriving more than 15 minutes late may be asked to **reschedule**.
- As a courtesy, we make all efforts to remind you of your appointment two days in advance, but should you need to cancel or reschedule, please do so within 48 hours' notice. This allows another patient on our waiting list the opportunity to take your place.

Cancellations/Missed Appointments

- We appreciate timely notice when an appointment must be cancelled or rescheduled.
- Cancellations and rescheduling with less than 48 hours' notice or simply not showing to your scheduled appointment will incur an administrative fee of **\$40**.
- Missed, cancelled, or rescheduled **cosmetic and office procedures** will be assessed a fee of **\$80**.

Email

- Our email capabilities are for administrative purposes and are not regularly checked. Please do **not** email us with urgent problems or medical concerns as we will not be able to guarantee confidentiality due to security issues with emailing.

Refills

- Should you need a refill of your medication, please request a form your pharmacist, who will then send us a message. **Request are usually addressed within 48 hours.**
 - o **Please do not wait until the last minute to order a refill!**
- If your medications require **prior authorization** from your insurance company, more time must be allowed.
- If you are **overdue for a follow up or a year has elapsed** since your last appointment, you will need to schedule an appointment for an examination.
 - o This allows the providers to make adjustments to your medications or perhaps switch to something new.
 - o Some medications have specific safety guideline for follow up and will not be renewed without the patient being examined.
- **Prescriptions over a year old will not be renewed without the patient being seen. It is the law.**

Telephone

- It is a high priority for our office to address patient telephone calls in a promptly manner and always try to respond to any call by the end of the same business day. Please be sure to give us a phone number that will be the best to reach you at to expedite the returned call.

Minors

- Minors must be accompanied by a parent or court appointed legal guardian. If a minor is occupied by another adult other than a parent or court appointing legal guardian, the visit must have written authorization from the parent. Note: Some appointments may require consent from a parent or legal guardian. Appointments will have to be rescheduled when one can be present.