

**THIS PRACTICE HAS ESTABLISHED NEW POLICIES AND PROCEDURES THAT WE  
FEEL ARE IN THE BEST INTEREST FOR ALL CONCERNED.**

**PLEASE REVIEW AND ABIDE BY THESE CHANGES.    THANK YOU**

- 1) THE DOCTORS CANNOT TREAT OVER THE PHONE. IF YOU FEEL YOU NEED TREATMENT OR ADVICE, **YOU MUST MAKE AN APPOINTMENT.**
- 2) IF YOU CALL WITH ANY TYPE OF PROBLEM, CONCERN, OR QUESTION AND HAVE NOT BEEN SEEN IN 1 MONTH YOU WILL NEED AN APPOINTMENT.
- 3) ANY FORMS OR 90 DAYS WRITTEN PRESCRIPTIONS NEEDING TO BE FILLED OUT BY DOCTORS, YOU WILL NEED AN APPOINTMENT TO DO SO.
- 4) WHEN YOU ARE GIVEN A PRESCRIPTION, YOU WILL NEED TO TAKE IT TO THE PHARMACY; WE CANNOT CALL IN ANY RX'S.
- 5) ANY PRESCRIPTIONS THAT NEED TO BE REFILLED, YOU WILL NEED TO CALL YOUR PHARMACY; THEY WILL FAX US OVER THE REQUEST. **PLEASE DO NOT CALL THE OFFICE FOR REFILLS. ALSO, WE MUST HAVE AT LEAST 48 HRS. FOR REQUESTS TO BE FILLED.**
- 6) ALL CO-PAYS MUST BE PAID AT TIME OF SERVICE AT THE CHECK-IN DESK. IF YOU DO NOT HAVE YOUR CO-PAY YOU WILL NEED TO RESCHEDULE YOUR APPOINTMENT.
- 7) THERE IS A \$25.00 FEE FOR ALL NO-SHOW, CANCELED OR RESCHEDULED APPOINTMENTS THAT ARE NOT CHANGED 24 HRS. PRIOR TO YOUR APPOINTMENT.
- 8) A \$29.00 FEE IS CHARGED FOR ANY RETURNED CHECKS, AND WE WILL NO LONGER ACCEPT ANY CHECKS IF THIS HAPPENS.
- 9) **REFERRALS:** WE NEED A MINIMUM OF 5 DAYS TO GET A REFERRAL APPROVED. PLEASE ALLOW THAT TIME FRAME WHEN YOU ARE MAKING AN APPOINTMENT WITH SOMEONE THAT NEEDS A REFERRAL. ALSO, WHEN CALLING THE OFFICE FOR YOUR REFERRAL YOU WILL NEED APPT. DATE AND TIME, WHO YOU ARE SEEING, THEIR PHONE #, REASON WHY YOU ARE GOING, AND YOUR INSURANCE INFORMATION.
- 10) **LAB AND TESTING RESULTS:** DO NOT CALL THE OFFICE FOR RESULTS. IF THERE IS AN ABNORMAL RESULT WHICH NEEDS DISCUSSION WITH THE PHYSICIAN, WE WILL NOTIFY YOU TO LET YOU KNOW WHAT THE PHYSICIAN WANTS DONE. IF YOU HAVE A SCHEDULED RETURN APPOINTMENT, THE PHYSICIAN WILL BE GOING OVER THE RESULTS AT THAT TIME.