



WOMEN'S HEALTH PARTNERS
OF THE PERMIAN BASIN

OFFICE POLICIES

Our mission is to provide exceptional medical care in a compassionate, professional, and safe environment. If this is not being provided, please contact our business manager, Maria Cadena.

In order to provide the best care to all of our patients, we ask that you review and sign our Office Policies.

- Clinical visits are by appointment only. Please arrive 15 minutes prior to your scheduled appointment. Please give at least 24-hour notice prior to your appointment for cancellations. We may charge for the visit if notice is not provided. Patients arriving 20 minutes past their scheduled appointment may be rescheduled.
- Please provide accurate and updated contact phone number and address.
- Disruptive or disrespectful behavior by patients and/or patient family members is not tolerated and will result in dismissal from our practice. The following list are examples, not is not an exhaustive list:
 - **Use of profanity, threatening behavior, shouting, slander in person or on social media, theft, property damage, refusal to comply with recommendations, payment refusal**
- Please DO NOT BRING FOOD OR DRINKS into our lobby or office. Bottled water is allowed
- For your child's safety, please provide childcare arrangement. Infants strapped into a carrier and children over 12 years are the only children allowed in the lobby and office. **Please take full responsibility for your child.** Staff will be happy to reschedule your appointment if necessary.
- We prefer a maximum of only 1 additional guest in the patient room. Exceptions may be made with permission for obstetric ultrasounds.
- If you do NOT SHOW for your appointment without notice on more than one occasion, you will receive 30 days' notice to follow up or we will no longer consider you as our patient. Extenuating circumstances are taken into account.
- **Dr. Bridges and the staff respect your time, but hospital emergencies, obstetrical deliveries and unexpected additional time for surgical cases and clinic visits are at time unavoidable and take priority.**
- Phone calls: We currently have multiple phone lines with an answering service available during non-business hours. If all lines are being used a busy signal may occur. We ask that you as the patient make the phone call and not a family member unless extenuating circumstances arise.
- For non-emergent medical questions or medication refills please call between the following times:
 - 8:00 am - 8:30 am
 - 11:30 am - 12:00 pm
 - 4:30 pm – 5:00 pm
- For emergent questions or to reschedule an appointment, please call as soon as possible. Do not hesitate to contact the hospital or the emergency room if medically necessary. We want to answer your questions and provide exceptional care in a timely manner. First priority is with the patients we are currently seeing in the office.
- **If you transfer care to another provider in the area, you will no longer be considered our patient and records may be faxed in a timely manner upon new provider request. We reserve the right to refuse anyone as a patient upon initial consultation. We have the right to dismiss any patient from our practice at which time you will be provided 30 days' notice to seek another provider.**

I HAVE READ AND AGREE TO ADHERE TO THE OFFICE POLICIES STATED ABOVE

Signature

Print Name

Date