



Office Policies

Making an Appointment—

Request an appointment: call one of our local offices to schedule your next visit.

If it's been a year since your last check-up, call for a complete preventive care exam.

If your address, phone number, or insurance has changed, please let us know while scheduling your appointment so that we can have the most up-to-date record for you.

When You Arrive—

Please sign in and update your information.

Plan to arrive 15 min before your appointment time to complete your registration, insurance information, medical history and preventative care measures.

When you first arrive, please register with the receptionist.

Please bring your insurance cards and a valid photo ID to your appointment.

Self-pay patients (those with no insurance); please be prepared to pay for your visit at the time of service.

Cancelling Your Appointment—

Please give us 24 hours advanced notice.

A \$50.00 fee will be charged for each no show without a call.

Please call us as soon as you know you won't be able to make your appointment. Calling the day before will help us to make that appointment available to someone who may need urgent or sick care.

When You Need Us After Hours—

When you call our office after hours, you will be directed to our answering service. The representative will take your call and forward your message to the on-call provider.

If you are experiencing a medical emergency or you believe you are experiencing a life threatening situation, call 911 immediately, or go to the emergency department of your nearest hospital.

If your urgent medical need is not life threatening, and it is during normal business hours, please call the office. We will help you determine the best plan of care.