



**NOBLE**

PAIN MANAGEMENT  
& SPORTS MEDICINE

## Office Policies

### 1. Cancellation / No Show Policy for Doctor Appointment

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, or do so in a timely manner, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

**If an appointment is not cancelled at least 24 hours in advance, you will be charged a thirty-five dollar (\$35) fee; this will not be covered by your insurance company. Appointments must be cancelled during normal business hours.**

### 2. Pain Contracts

As a condition of your pain contract, you will only receive controlled substances if you are under direct medical supervision. This means that you will need to keep your regularly scheduled appointments.

**If you No Show or have two instances where you did not give at least a 24 hour notice then you will not receive medication refills. A third No Show/Less than 24 Hour Cancellation is grounds for dismissal from the practice. (These do not need to be consecutive, but in total).**

### 3. Cancellation / No Show Policy for Surgery

Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office.

**If surgery is not cancelled at least one day in advance, you may be charged a seventy-five dollar (\$75) fee; this will not be covered by your insurance company.**

### 4. Copays and Account Balances

Copays and balances will be collected prior to your appointment. Failure to comply will result in the appointment being rescheduled. Patients who have questions about their bills or who would like to discuss a payment plan option may call 972-792-5700 and ask to speak to a billing representative with whom they can review their account and concerns. To avoid missing your scheduled appointment, please have this completed prior to your appointment. Patients with balances over \$100 must make payment arrangements prior to future appointments being made.

### 5. Verbal and Physical Abuse

At Noble we value our patients as well as our staff. Verbal or physical abuse will not be tolerated and will result in termination of the relationship.

### 6. Phone Calls

Our office works hard to diligently assist the doctor in clinic as well as return phone calls in a timely manner. Many calls require consulting the doctor. Please refrain from multiple calls and voicemails as these take time to process and result in delaying the process. Please request refills of non-controlled substances through your pharmacy directly and they will send us the request for review. Will respond to the pharmacy directly and ask that you allow 24 to 48 hours for processing. An after-hours service is available for emergencies. Please do not call after hours for refill or appointment issues.

### 7. FMLA/Disability Paperwork

There is a \$50 minimum fee for all paperwork. Please visit our front desk for our questionnaire and allow 14-21 days for processing.

\_\_\_\_\_  
Print Patient Name

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Date