

OFFICE INSTRUCTIONS FOR PATIENTS

All appointments are available through the front office personnel. Please be as specific as possible regarding your needs so that an appropriate amount of time will be allotted.

We strive very hard to meet your urgent care needs. It is inevitable that some patients cannot be seen as soon as they would like to be; however, we do our best to accommodate work-ins.

Our office accepts many insurance plans. You must give us your insurance information before seeing the doctor. Each plan has its own individual policies regarding services and coverage. Although our office will do the billing for the plans with which we are contracted, each patient must take responsibility for knowing what their insurance coverage entails. Some procedures performed in the office may be applied to a deductible and/or co-insurance in addition to your office visit copay.

Refills of medications may be requested through your pharmacist, who will in turn receive approval or denial from the doctor. This could take 24-48 hours, so please do not allow your medications to run out. Prescriptions for acute medical conditions are rarely authorized over the phone. To prescribe a treatment without an exam is not only substandard medical care, but also a significant liability.

Phone calls are an inevitable aspect of medical care. Although priority is placed on patients who have scheduled appointments, protocols are in place to address appropriate phone calls. The nurses should be able to answer urgent phone calls with little delay, while non-urgent calls are returned as quickly as possible. Also, please understand that the nurses' and doctor's primary responsibility is caring for patients currently in the office.

Please understand that these policies exist in order to provide you with more efficient and satisfying care. Please feel free to ask for clarification. We always welcome your suggestions.

I have read and understand the policies listed above.

Patient or responsible party's signature

Date