

# OFFICE INSTRUCTIONS FOR PATIENTS

1. 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.
2. Please call our office within 24 hours of your appointment if you must cancel so that we may be available for other patients with urgent needs.
3. 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 true emergencies as work-ins.
4. We strive to be on schedule for your appointment and we appreciate your timeliness as well. Late arrivals may require rescheduling.
5. Our office accepts many PPO 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. Some examples are destruction of lesions with liquid nitrogen or other chemicals and injections. We cannot call for your benefits at the time of service. If you are unsure whether you have a deductible for procedures; feel free to reschedule your procedure for another day, so that you may call your insurance company.
6. 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.
7. 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 emergent phone calls with little delay, while non-emergent calls are returned as quickly as possible. Also, please understand that the nurses' and doctors' primary responsibility is caring for patients currently in the office. The nurses will inform you of your test results, usually within 7-10 days of testing.

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.

Signed \_\_\_\_\_

Date \_\_\_\_\_