

## OFFICE POLICIES

**CONFIRMATION POLICY:** A confirmation call will be made at one week and then again 3 days prior to your initial appointment. All confirmation calls after the initial evaluation are made 2 days in advance of your follow up appointment. All confirmation calls will require a verbal reply from you or a caregiver to avoid cancellation of your appointment.

**CANCELLATION OF AN APPOINTMENT:** In order to be respectful of the medical needs of all our patients please be courteous and call us promptly if you are unable to attend an appointment. If it is necessary to cancel your appointment we require that you call a minimum of 24 hours in advance of the appointment start time. Patients are charged \$75.00 for a cancellation without 24 hour notice.

If an **evaluation appointment** is cancelled on the same day or you do not arrive on the scheduled day of service, the office will require a \$250.00 deposit to reschedule the evaluation.

This cancellation policy includes exceptions for hospitalizations and severe weather conditions

**NO SHOW POLICY:** A "No Show" is the term we use when a patient misses an appointment without cancelling 24 hours in advance. Unfortunately, "No-Shows" inconvenience those patients who need access to medical care in a timely manner. Patients are charged \$75.00 for a no show.

**PRESCRIPTION REFILLS & PHARMACY INFORMATION:** Please inform us of which pharmacy you use and be sure to update us with any changes . Please allow two to three business days for refill requests. We encourage our patients to review their medications prior to their office appointments and to request refills at that time to avoid delay of refill.

**OUR PATIENT PORTAL:** As a means of ensuring timely communication with our patients, we strongly encourage you to sign up for the Patient Portal. As a new patient, you will receive instructions on how to sign up for the Patient Portal. If you have questions or need assistance, please feel free to call and speak with a member of our staff.

**CASE MANAGEMENT SERVICES:** Your insurance may not pay for all services, even some care that you or your healthcare provider have good reason to think you need. We expect that your insurance may not pay for the following Case Management Services and you will be billed privately for these non-covered services:

1. Frequent or extended telephone calls; calls from multiple family members or providers (more than 5 minutes)
2. Applications for disability, insurance coverage, and home care assistance
3. Assistance with simple legal forms/letters
4. Assisted living and nursing home applications
5. Prior insurance authorizations for medications

**Note:** This case management service does not apply to court appearances on the physician's behalf. Your attorney will be billed at an additional fee