

Office Policies (Effective January 01, 2019)

OFFICE HOURS: Our office hours are Mondays to Fridays from 8:40 am to 4:40 pm. Appointments at other times may be arranged at the office discretion.

APPOINTMENTS REQUIRED: Patients are seen by appointment only.

PATIENCE: We have made recent improvements to our scheduling and confirmation systems. However, **make plans for your day assuming that you will spend with us between one (1) and two (2) hours. We can never promise that you will be seen immediately after arrival.**

INSURANCE: You are responsible of knowing your own insurance policy details, and of contacting your Primary Care Physician to obtain a Referral prior to each visit, if necessary.

If you have insurance, and we participate with their plans, we will submit the claim on your behalf, but **we require that you pay your estimated portion (Co-payment, Deductible, Co-insurance, or other) when the services are rendered.**

We need to have your insurance benefits verified **before you come. This will save you and us time.** When making an appointment please have your insurance information handy (company name, address, ID#, Group#, effective dates). **We cannot reserve a date and time for you without this information.**

You must bring your insurance card(s) to every visit. Please advise us if there have been any changes to your address, phone numbers, emails or insurance coverage since your last visit.

APPOINTMENT CANCELLATIONS: **If you need to cancel your scheduled appointment, A 24-HOUR NOTICE IS REQUIRED; otherwise you will be charged a \$50 appointment NO-SHOW (NS) or SAME DAY CANCELLATION (SDC) fee. Please keep in mind that leaving a voicemail message after the office is closed the day before the appointment does not constitute a 24-hour notice. This fee is not billable to your insurance and it will remain solely your responsibility.**

REMEMBER, failure to keep scheduled appointments will be charged \$50 WITHOUT EXCEPTIONS. Patients who fail to keep 3 appointments during one (1) year (whether justified or not) will not be allowed to reschedule appointments and will be discharged from the practice.

NO FOOD OR DRINKS ALLOWED: Following OSHA regulations, food or drinks are not allowed in the examining rooms, clinical or laboratory areas.

PRESCRIPTION REFILLS: Prescription refills need to be requested with at least 72 hours in advance. **Do not call on weekends for this matter.**

BLOOD DRAWS IN THE OFFICE: Routine lab work requested to be completed prior to a follow up appointment will not be drawn in the office. Patients with insurance must go to the commercial laboratory contracted by their insurance company. We will be happy to inform you the name and location of the appropriate laboratory.

DISCUSSION OF LAB RESULTS: For your safety and proper quality of medical care, we do not offer laboratory result interpretations or discussions over the phone. Study results will be discussed at the next scheduled appointment. **ONLY critically abnormal lab results are called to patients, or if deemed appropriate by the Doctor at his sole discretion.**

SPEAKING TO THE DOCTOR: The Doctor is always seeing patients, so if you need to speak to him you will be offered the option to discuss your issue with the assistant, who is qualified to help you. Otherwise, **your message will be taken and the Doctor will try to return your phone call after he finishes with patients, usually after 6:00 pm.** For your convenience, you can join our *Patient Portal* at no charge to facilitate communications with the doctor and/or the staff.