

# Office Policies

## Front Desk

- Co-payment is due at the time of visit, before you see a provider.
- Registration forms must be updated annually. This may seem inconvenient, however sending the incorrect information will cause your claims to be delayed and could be more problematic in the future.
- We accept most insurance. It is the patient's responsibility to contact their insurance company to determine if they are eligible to be seen by our providers.
- Patient must provide a valid form of identification in order to pick up any documentation or medication.

## Medication Refills

- Patients should contact their pharmacy and request a refill.
- Patient must be seen every 1-2 months for narcotics, and 3-6 months for maintenance medications.
- Medication refills will not be called in on the weekends or after business hours.

## Payment

- When patient statements are sent, we ask that you respond within 30 days. If you are unable to pay in full please call our billing department to make payment arrangements.
- All patients will be billed after 30 days; If the patient has an outstanding balance, the balance needs to be paid prior to their next visit.
- When discussing a payment schedule, the account should be settled in full within 3 months with no less than 1/3 payment each month.
- To avoid collections, consistent monthly payments must be made.

## Labs

- A nurse will discuss labs over the phone with the patient. If there are additional questions, an appointment must be made.
- It takes 3-5 business days for the lab results to be received and reviewed by the physician.

## Cancellation

- If you are unable to keep your appointment, please cancel 24 hours prior to avoid a possible fee.

## Minor Patients

- In order for us to give your child the best care possible, it is essential that a parent or legal guardian accompany your child to office visits. If this is not possible, we need a letter signed and dated by the parent/legal guardian giving us permission to provide the child with care.