

In order to help you clearly understand our policies and services, please read the following statements, and sign the bottom indicating you accept these rules:

- **Appointments**

- The Wellness Exam is two visits.
  - The first will consist of numerous health assessments and tests by staff.
  - The second the physician will review and discuss the results and set personal wellness goals.
- Please schedule in advance any follow-up appointments that you need.
- Urgent appointments (Same day / next day) are reserved for patients who have an unexpected problem or concern. Please call as soon as possible so any problem doesn't become more complicated.
- Please call at least four hours prior to your scheduled appointment if you need to cancel.
- Please arrive at least **15 minutes before** your appointment and bring all necessary documents.
  - Photo ID
  - Most current insurance card
  - Any hospital and / or specialist correspondence
  - Lab and / or imaging results

- **Prescription**

- If prescription renewals are needed, please contact your pharmacy. Generally, they will fax us a request with all the information needed and this tends to speed the process. Please allow 1 - 2 business days to complete a refill request. Routine refills will not be handled outside of business hours.
- If your prescription does not have a refill, it is probably time for you to follow-up in the office to reassess your medical condition. Regular check-ups are important to maintain your health. In general, we follow this recommended schedule of follow-up visits:
  - Controlled medications – every 3 months
  - Hypertension / Diabetes / Asthma and Mental Health – every 6 months
  - General health – yearly.
- We try very diligently to maintain accurate records. Please bring a complete list of ALL of your medications to EVERY office visit.

- **Tests**

- For blood-draw services we normally use the Clinical Pathology Laboratory. If you or your insurance company prefer another lab, it is your responsibility to inform a medical staff member before the specimen is taken.
- All test results need to be reviewed by the physician; this may take 3-4 business days. We will contact you for every test result, normal or otherwise. If you do not hear from us within a week, please let us know so that we may resolve the issue.

- **Referrals**

- Please allow several days for routine referrals to be processed through your insurance. It is your responsibility to make sure the referral or authorization was obtained before any procedures or office visits that may require them.

- **Additional**

- Please call the office during regular business hours. The after hours number provided to you is for urgent, after hour care. We are having some issues with patients calling or texting the physician while he's in the room with patients. It is distracting and interrupting patient care. Please extend the same courtesy as you would expect.

Patient Name : \_\_\_\_\_ Date of Birth : \_\_\_ / \_\_\_ / \_\_\_\_\_

Signature : \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_