

OFFICE POLICIES

APPOINTMENT TIMES

Please be courteous of others and be on time for your appointment. We recommend arriving 30 minutes before the appointment time to allow for parking, getting into the building, checking in, and visits to the bathroom. This will allow the patient to be in the exam room and ready to see the provider at the appointment time.

MISSED APPOINTMENTS

While we make every effort to provide a reminder call or text 48 hours prior to your appointment, it is your responsibility to remember your appointment. If you are unable to keep the scheduled time we ask that you notify us 24 hours in advance. Failure to notify our office or arrive for your appointment is considered a “No Show.” You may incur a “No Show” Fee of \$50.00 for repeated missed appointments.

FORMS

Please be sure to bring the completed healthcare questionnaire if the patient is being seen for their annual evaluation.

All patients are reminded to bring their photo ID and insurance cards to every appointment to make sure we have the most up-to-date and accurate information for billing purposes.

Forms, such as Special Olympics and school physical forms, must be filled out by the family/caregiver and include the patient’s name, date of birth, previous health history, etc.

Forms that are dropped off, received by mail, or faxed to us will be filled out and returned by mail or fax within 2 weeks. If the form is needed before this 2-week time frame, it will be necessary to make an appointment with the doctor and the paperwork will be filled out during the appointment. The patient must be present for the appointment.

If a form is brought in at the time of a routine physical or follow-up appointment, we will make every effort to complete it at the time of the appointment. If we are not able to complete the form during the appointment, it will be mailed.

PRESCRIPTION REFILLS

Please do not call the office for prescription refills. Contact your pharmacy and have them contact us.

LAB AND TEST RESULTS

You will be notified of test results by phone, fax, or mail within 2 weeks. If you do not receive notification regarding test results, please contact us.

ANNUAL EVALUATION REPORTS

Annual physical evaluation reports will be mailed within 2-3 weeks after the appointment to the guardian and group home staff.

For agencies that require a follow-up appointment note, these will be given to staff on the day of the appointment unless otherwise notified.