

## **TO OUR PATIENTS: OFFICE POLICIES**

Please review the following information:

- It is your responsibility to make sure your doctor participates in your plan and, if applicable, you have an active referral from your primary doctor before your visit.
- Any visit charges and insurance co-payments are taken at the time of the visit. Cash, check, and credit card are accepted.
- If you cannot make a scheduled appointment, please provide at least 48 hours notice.
- Please be on time for your appointments as we usually run on time.
- There is a minimum \$25 charge for the completion of any forms not directly related to medical care such as disability forms, life insurance forms, work-related forms, etc., other than a note indicating you were seen in the office on the day of the visit.
- Although our staff will help you obtain pre-authorization for any ordered tests, it is your responsibility to make sure it is obtained prior to the test.
- Please obtain prescription refills during your visit. Please be aware of how much medicine you have left and avoid calling after hours or on weekends. We do not call-in narcotic pain medicines; these must be picked-up during your visit at the office or, in special circumstances, can be sent to you by express mail at your expense.
- Telephone calls between the doctor and the patient must occur, but should not substitute for an office visit. In a non-emergency situation, major discussions about symptoms, diseases, treatment plans, etc. should take place in the office and not on the phone.
- If you have called the office and are asking for a return call and have call blocking, caller ID with call blocking, call-intercept, or a similar system—you must turn it off or the doctor will be unable to reach you.
- Dr. Adams takes messages only for emergencies on Friday. Please save any routine messages for the next week.

We hope you understand the reasons for these policies. By signing below you indicate that you have read and understand the above.

Thank you.

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