



Patient Information

Check In

- Initial consultations for new patients are scheduled to ensure we have all necessary information for your care, i.e. New Patient Forms, Insurance Card, etc. Please arrive 15-20 minutes prior to your scheduled appointment.
- Follow-up visit check-ins requires only a few minutes. We will review your record, collect any missing information and collect co-pays (if required).

Late Arrival for an Appointment

- Please call us immediately if you are going to be late for a scheduled appointment. We understand that it can be difficult to arrive exactly on time. We will do our best to fit you into the schedule. If you are more than 15 minutes late, we may need to re-schedule your appointment.

Contact with Clinical Staff

- If you wish to speak to one of our clinicians, please contact our receptionist. She will relay your request. A clinician will return your call within 24 hours. If your question/concern is urgent, please inform the receptionist.

Contact with a Doctor

- Depending on your request, you may receive an immediate response or you may be asked to schedule an appointment.

Forms or Document Requests

- Allow 7 – 10 days for requests to complete forms, e.g. short-term disability, or other similar documentation.

Cancellation Policy

- Please provide **24 hours notice** if you are unable to keep an appointment.
- When you schedule your appointment, this time is reserved for you. Please make sure it will work for you.
- ***If you repeatedly break appointments***, we may choose not to schedule future appointments for you.

Prescription Refills

- ***Contact your pharmacy at least 3 days prior to taking the last of your medication.***
- When we receive the request from your pharmacy, your doctor will review it and authorize your refill.
- ***Prescriptions for controlled substances require follow-up appointments.***
- Controlled substance prescriptions are for 30 days; non-controlled medications will be valid for 90 days.