

OFFICE POLICY AND PROCEDURE

The office policies and procedures listed below are designed to make your care with our practice more efficient. Please feel free to ask any questions you may have.

When you have read the list, sign your name below. Thank you.

- Co-pays, coinsurance, and deductible balances due, will be collected at the time of service. We accept cash, check, visa or master card.
- If you are fifteen minutes or more late for your scheduled appointment, we reserve the right to reschedule you to another day and or time. (If you experience an emergency, please go to the nearest Emergency Room)
- If you have a question or concern for a doctor and have not seen him/her in the office for over a month, please schedule an appointment. If you have been seen within a month, and leave a message for the doctor, please allow 24 hours for our staff or doctor to return your call. Our staff will do their best to get back to you in a timely matter.
- Please allow our staff 48 hours to call in refills or write new prescriptions. Prescription refills will not be done after 5:00 p.m. or on weekends. To ensure your prescriptions are refilled before you run out, please call in advance. Refills are most efficiently processed if you call your Pharmacy and request your refill directly.

We are more than happy to write yearly prescriptions for mail-in pharmacies, although we will not fax them to the pharmacy. You may pick the written prescription or have it mailed to you.

- If your doctor orders diagnostic testing or procedures, we will check with your health insurance to see if prior authorization is needed. After an authorization is received, we will schedule the appointments for you unless otherwise discussed. Please give our procedure coordinator five or six days for this process. When your tests have been authorized and scheduled, we will contact you.
- Follow up appointments are required for all test results including lab work, unless your doctor specifies otherwise. These are generally scheduled 1-2 weeks after your test date, to allow time to receive results back in our office.
- All forms that are filled out by the doctor or the office staff will be processed at \$10.00 per page. Please be prepared to pay at the time requested by phone or when picking up the forms.

I have read and understand the above list of office policies and procedures.

PRINT NAME

SIGNATURE

DATE

OFFICE USE ONLY

IGPC

DATE