

## **Policies and Procedures Agreement**

In the effort to serve all our patients equally, fairly and to the best of our ability, we ask that you review and understand our Patient Policies and Procedures.

**Late Policy-** Every effort is made to keep our physicians schedules on time therefore if you are more than 15 minutes late, we cannot guarantee that you will be seen immediately, but we will do our best to work with you into the schedule as time permits. If schedule is full you will be asked to reschedule your appointment to a later date.

Missed/Cancelled Appointments- Every effort is made to accommodate our patients request for appointment. Therefore, it is important that you make every effort to keep your scheduled appointment. We understand that there are times when you miss an appointment due to emergencies or obligations for work or family. Our office will charge a \$25.00 cancellation fee for all the appointments that are not cancelled at least 24-hours in advance.

**Transferring of Records**- All patients must sign a records release form to have their records copied, electronically downloaded, or sent to another provider or organization. There is no fee to transfer records directly to another provider or health care organization.

**Payment for Services for Patients with insurance-** According to your health insurance plan you are responsible for paying your copayment/coinsurance at the time of service.

**Payment for Services for Patients without Insurance-** You will be responsible for payment by cash, check, credit card on the day of service.

Patient Name	Signature	Date