

## PATIENT AND CLIENT POLICIES

**First Appointment Deposit**– New patients and clients are required to pay a \$100 deposit for their first appointment, which is applied towards the visit. This deposit is non-refundable unless the appointment is canceled or rescheduled 24 hours in advance. If the visit is rescheduled to within the following 2 business days, the \$100 deposit will still be applied to the appointment.

**Checking In** – Upon arrival please check in at the front desk and provide the method of payment or approve and confirm the method of payment on file.

**Late Arrival** – If you are running late or need to reschedule, please call our office as soon as possible.

Clients arriving more than 10 minutes late for appointments should be prepared to reschedule and/or be billed for a missed appointment.

**Cancellation** – If you need to cancel or reschedule, please call our office as soon as possible.

If you are calling the office after hours, please leave a message.

Cancellations made less than 24 hours in advance are subject to the following cancellation fees:

- Nurse visit – \$15
- Physician visit – \$75

**No Call/No Show Appointments** –

If you do not reschedule or cancel an appointment the following fees apply:

- Nurse visit – \$30
- Physician visit – \$150

**Cancellation and No Call/No Show fees are not reimbursable by your insurance carrier.**



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## Communications -

**OnPatient** – Patients/Clients are encouraged to use register for OnPatient access and use the Patient Portal app or web-based OnPatient platform to communicate. Authorized individuals may be granted access to OnPatient by having the patient/client enter them as a Representative in the app settings.

**Phone** – Patients/Clients and Authorized Individuals may call the office during regular business hours or leave a voicemail after hours. Please include name, date of birth, and reason for the call in voicemail messages.

**Fax** – Patients/Clients and Authorized Individuals may request information be sent via fax.

## Prescription(s) & Prescription Refills

We will try to process your refill requests as soon as possible but please allow a minimum of two business days for prescription refill requests.

Controlled substances will not be prescribed or refilled outside of a scheduled patient visit.