



OFFICE POLICIES AND PROCEDURES:

The following office policies and procedures are in place to help ensure the highest quality of service and care to our patients. Please contact our office staff prior to your visit if you have any questions regarding these procedures.

APPOINTMENTS:

If you are a new patient, plan to arrive 15 minutes before your scheduled appointment to check-in. If you have received your paperwork in the mail, please bring your completed copy with you. When visiting our office please bring:

- Up-to-date Insurance Cards
- Photo Identification Card
- Copay or full payment if self-pay
- Parent or legal guardian if under the age of 18
- Authorization or Referral from insurance carrier if required – these forms may be received from your primary care physician when the appointment is scheduled

Please note that if not provided, we reserve the right to reschedule or cancel your appointment.

LATE PATIENTS/CANCELLATIONS/NO SHOWS

If a patient arrives more than 15 minutes late, the appointment may be rescheduled or cancelled. Our office attempts to contact all patients prior to scheduled appointments. If you are unable to keep an appointment, we kindly ask that you provide at least a 24 hour notice. **A \$25.00 no show/cancellation fee will be applied to all patient accounts when an appointment is not cancelled at least 24 hours prior to the scheduled appointment.** This courtesy makes it possible to give appointments to other patients. If a patient cancels without proper notice or no shows three consecutive times, we reserve the right to deny any future appointments.

PRESCRIPTION REFILLS:

Please contact your pharmacy and ask that they fax a refill authorization request to fax number: 870-534-2343. The physician will review your request. For most prescriptions, refills may be granted if patient has had an appointment within the year. In certain cases, the patient may be required to return to the office, and our staff will call to schedule an appointment.

Patient Signature: _____

Date: _____

1710 West 42nd Avenue Pine Bluff, AR 71603
Phone: 870-534-7546 FAX: 870-534-2343

