

## Practice Policies

In an effort to best meet the needs of all of our patients, we would like to remind everyone of the following office policies:

### 1. Appointment Confirmation / Cancellation Policy

As a courtesy, we will call you 2 days prior to your appointment to remind you of the date and time. If we must leave a message, please contact our office within 24 hours of the appointment. **Effective July 1, 2002, if we do not hear from you, we will assume the appointment is cancelled and we will provide this appointment time to another patient.**

### 2. Medication Prescriptions

All medication prescriptions will be given to you during your scheduled appointment. These prescriptions will be for the amounts appropriate to control your pain until you next visit. *Refills will not be given over the phone.*

### 3. Clinical Questions

If you have questions, would like to leave a patient update or request information, and are internet active, we can be reached at our e-mail address [questions@thephysicians.com](mailto:questions@thephysicians.com). Please note: if the question requires extensive medical decision making, you will need to schedule an appointment.

### 4. Forms

There is a \$25 processing fee for completing insurance and disability forms not directly associated to billing of your visits.