



Office Policies

Appointments, Cancellations and No-Shows. All patients **must** have a referral from their primary care provider and must have ongoing routine care with this provider. Appointments are generally scheduled Monday through Friday from 8:30am – 5:00pm. We believe that our patient’s time is valuable. Every effort is made to keep your waiting time to a minimum. If you are unable to keep an appointment, please notify the office as soon as possible, preferably 24 hours prior to the appointment. This courtesy allows us to give appointments to another patient. New patients must arrive at least 15 minutes prior to their first appointment in order to complete the necessary paperwork. A “no-show” is someone who misses an appointment without canceling prior to the scheduled appointment time. After a “no-show”, you will be placed at the end of the waiting list for a new appointment time.

After Hours Needs. We do not offer after hours, weekend, or holiday on-call services. If you have emergent or urgent needs after hours, over the weekend, or holidays, please call 911 or go to the Emergency Department. If you have non-emergent needs, please contact your primary care provider.

Co-payments , Deductibles and Non-Covered Services. You will be responsible for paying any claims that are not covered by your insurance. Your insurance plan requires us to collect a copayment that will be requested at the time of service. For your convenience, we accept cash, check and most credit cards. **Note that Medicare does NOT pay for all of your health care costs. When you receive an item or service that is NOT a Medicare benefit, you are responsible to pay for it at check-in.** (If you have questions, please ask for the NEMB form-Notice of Exclusions from Medicare Benefits.)

Prescription Refills. You must contact your pharmacy directly for more expedient prescription refills. Please allow your pharmacy up to 48 hours to process your refill request as the pharmacist may need to check with your physician. **Please note that prescriptions will not be refilled after 4:00pm, on weekends or holidays.** Some prescriptions cannot be refilled if you have not seen your physician within the last 6 months. When you are being seen by your physician, please remind him/her to refill your medications at the time of your visit. If you have mail order prescriptions, please allow 7-10 business days. **Please note that we do not offer pain management services and do not prescribe most controlled substances, including opiate pain medications or benzodiazepines.**

Laboratory and Test Results. Your doctor must review all laboratory and imaging test results before they are released to the patient and filed in the chart. Ordinarily, non-emergent neurological imaging results will be discussed at your next follow-up visit.

Medical Records. Please note that requests for any health information cannot be processed without a signed Medical Record Release from the patient or legal representative. A fee may be charged for this service. Please allow up to 10-14 business days for your request to be processed.

Patient Signature _____ Date _____