

# Office Policies 2018

Paul W. John, MD

**APPOINTMENT TIMES ARE IMPORTANT TO US:** We ask that you please respect this by being on time for your appointment. We, in turn, will always try to stay on schedule. We understand that emergencies and illnesses do occur. We ask for 24 hour notice when canceling an appointment. If a patient cancels with less than 24 hour notice or “no shows”, a \$35 fee will be assessed to their account. There is a \$50 fee for no show/late cancel of annual physicals. Thank you for your cooperation. **This fee will be charged to your credit card on file** if we are unable to fill your appt time.

**REFILL POLICY:** Please do not call our office for refills of prescriptions. Please contact your pharmacy and the pharmacy will contact our office. If your pharmacy tells you that you are out of refills, this is an indication that you may need to make an appointment to see the doctor. Periodic visits to the office are necessary when patients take medications on a regular basis. Routine refills will be called back to the pharmacy within 2 business days. Please allow the appropriate time to get your refill before you run out of the medication. **Antibiotics will never be called in over the phone.** Please call the office to make an appointment if you think you need an antibiotic. Dr. John would be happy to discuss this policy at any time during your office visit.

**MEDICAL ASSISTANT CALL BACKS:** The medical assistant at our office has voicemail. She is often not available to speak directly to the patients when they call because she is taking care of patients being seen in the office. If the medical assistant is not available, please leave a voicemail or leave a message with the front office staff. The medical assistant has time set aside each day to return phone calls.

**FORM COMPLETION:** Please make an appointment for the completion of paperwork not directly related to medical insurance reimbursement of charges incurred at our office. This includes, but is limited to, Disability forms and FMLA and Leave of Absence paperwork. There is an additional \$25 fee to have these forms filled out by the Doctor or Nurse Practitioner.

**PHONE DISCUSSIONS:** Dr. John’s staff cannot offer medical advice. They relay information to the patient that Dr. John has reviewed. If you have medical questions, please make an appointment to discuss your concerns with Dr. John or the Nurse Practitioner.

I, \_\_\_\_\_ have read and understand the policies described above.

Print Name

\_\_\_\_\_ Date \_\_\_\_\_

Signature