

Office Policy Appointments

Appointments are scheduled to allow ample time for a discussion of current problems, physical exam and appropriate testing and discussion of treatment plans. We take great care not to over book appointments and to run on-time. In order to perform efficiently, patients must keep and be on-time for their appointments. Late arrivals only inconvenience the remaining patients that day. Missed appointments likewise steal time that could be utilized caring for other patients. Therefore we have developed and enforce the following appointment policies.

Missed appointments will be charged a \$45 fee with the monies collected given to the medical charity chosen by the practice each year. The fee is a means of helping patients prioritize their schedules and not make “just in case” appointments. The fee can be avoided by canceling the appointment 24 hours in advance allowing the time to be utilized by another ill patient.

Established patients late for an appointment will be given the choice to stay as a “work in” or reschedule. Patients more than 30 minutes late will be considered as a missed appointment and the missed appointment charge will apply.

Please allow enough time to reach your appointment on-time.

Emergencies and sick calls will be triaged by nursing or medical staff and worked into the schedule as deemed necessary. With our system this can usually be accomplished with minimal interference to the existing schedule. For non-allergic illnesses, patients may be referred back to their primary care physician in order to receive expedited care.

Should you experience an extended wait time (more than 30 minutes past your appointment time) please notify someone in the office. Please realize that medicine is not business and some problems may take longer than others to address. Know that when it is your turn you will receive equal care and attention for your problems and your visit will not be shortened because the office is running behind.