

OFFICE POLICIES

- 1. REFILLS:** Please call your pharmacy at least 3 DAYS PRIOR to running out of your medicine. We have a **“Three Business Day Policy”** for prescription refills.
- 2. FORMS & RECORDS:** Please allow at least **7-14 business days** for forms to be completed. Forms are to be left at the **FRONT COUNTER**, and not given directly to the doctor. Depending on the chart size, the cost of records is **up to \$35.00**. There is a **\$10.00 charge** for all forms that require a **signature by the physician**. All fees will be collected at the time of pickup.
- 3. MISSED & CANCELLED APPOINTMENTS:** We have a **“24 Hour Reschedule Policy”**. You must reschedule any missed appointments, 24 business hours in advance, or additional fees may be charged to reschedule. The fee to reschedule an **infusion appointment is \$50.00, new patient appointment is \$50.00, and follow up appointments is \$35.00**. Please call 24 business hours in advance if you know you will be missing your appointment.
- 4. LATE APPOINTMENTS:** If you are running late for an appointment, please call us at **(661) 588-4001** to notify us. Any appointments that are over **15 minutes** late may need to be rescheduled.
- 5. CHANGES IN INSURANCE:** You **MUST** notify the front desk **PRIOR** to an appointment if there are any **CHANGES to YOUR INSURANCE**.
- 6. COPAYS:** All copays will be collected **at the time of services**.
- 7. MEDICATION LIST:** Please bring an updated list of your medications and dosages, or your medications themselves, to each appointment.
- 8. CURRENT INFORMATION:** Please update the front desk if there are any changes to your personal information, including your address or phone number.

Thank you for being understanding of the policies of our office. We value you as a patient and these policies allow us to give each patient the best service and treatments.