

Policies

Appointment Necessities:

Please bring your most recent insurance card to each appointment. The receptionist will review your insurance information at check-in. You can update any insurance changes on our patient portal, but the actual card still must be brought with you to the office.

Please bring either your medication list or update this information on the patient portal.

Patients can now also update their medical history through the patient portal.

New patients need to arrive 15 minutes early.

New Patient Appointments: You must arrive 15 minutes prior to your appointment time for check-in. A medical history and patient information form must be completed before your visit. We have an online patient portal where you can enter your information through our website. This information will automatically go into your electronic chart. If you choose this option, you will be mailed a portal activation code (or given a verbal code).

You will also be asked to present a **photo identification card at your first visit.**

Appointment Reminders: Our automated system (Talksoft) will call your home phone number 7 days before your appointment date to remind you of your appointment. We ask you to carefully follow the prompts pressing “1” to confirm your appointment, “2” reschedule appointment. If you need to reschedule the office will call the next day to assist with this.

Appointment Cancellation: Please notify us at least 24 hours in advance when an appointment must be canceled. (or cancel appointments via the patient portal). We have a \$25.00 fee for any cancellations without a 24 hour notice.

Treatment of Children: Underage children are required to have a parent or guardian with them at the time of their visit. A parent must accompany their child to the first appointment in our office as well as to any appointment in which important decisions concerning the child will be made. For subsequent routine appointments, a guardian may attend the appointment with your child. If a guardian is attending the appointment with your child, please send a letter along stating that they have your permission to represent you at the encounter.