

# Common Office Guidelines for Patients:

1. We feel that each patient deserves full attention of the doctor during their visit. **This may delay you in seeing the doctor on your scheduled appointment time.** We appreciate your patience and let us know how we can best help you during your visit.
2. It is our policy to follow all federal and state laws and reporting requirements regarding identity theft. In order to fulfill this requirement, each patient is required to present at check in window the following items 1). Original copy of insurance card 2). Any form of identity card eg. Driver's license or photo id.
3. For each office visit; **doctor will address your most immediate health concern.** Due to time allocation for each patient all other issues may be addressed on your next appointment or perhaps requires consultation time with the doctor in which you will be charged for separately.
4. All **medical refills** have to be addressed during each patient's visit with the attending nurse. NO refills by phone or fax! Or a **\$10 fee per prescription** will be applied to your account in which you are responsible not insurance.
5. **Doctor may or may not** prescribe controlled substance medication for your pain. Pain management evaluation will be required if doctor must continue prescribing controlled substance as part of your treatment, and the indication for that must be clear.
6. **HIPAA** laws and regulations are designed to protect your information. Therefore, as required by law our office will not discuss lab results including any medical issues over the phone unless if there is an emergency where you will be contacted by our office.
7. A signed release form must be received before medical records are released from our office. An administrative fee will be assessed for any record released.
8. **IT IS IMPORTANT THAT YOU KEEP YOUR FOLLOW UP APPOINTMENT; We do not support** one time visit to the doctor, miss follow up appointment and then call for refills on your medication. (For each phone call put through the office, we need at least 24 hours to respond to it. ONLY emergency phone calls are usually answered within the hour).
9. Doctor **will not** authorize antibiotic prescription over the phone unless you were seen in the office within the last 2 weeks.
10. **Paper work** that needs doctor's signature will at least need **one to two weeks** to be completed. For any emergency paper work a **24-hour period** is required before we respond. **NOTE:** administrative charges may be applied.
11. A **\$30 cancellation, reschedule within less than 24 hours and a NO SHOW** fee will be applied to patient's account (**all administrative fee are patient's responsibility**) **Total of 3 N/S, R/S and C/X could result into dismissal from the practice.**
12. Remember to ask the **name of the attendant** you are speaking with just in case you need to follow up with them later on, or if you have a complaint about them.
13. When making payments in the office, make sure you ask for a **receipt** from the attendant taking payment for your records before you leave the office.
14. To reach our office **after hours**, please dial **(419-251-5002)** or leave us a message.
15. Be informed, ask for educational materials and visit our website more often for updates and send us comments on how we could serve you better next time.
16. **Respect** is a mutual thing. Our staff will and must continue to respect you as our patient, but you as a patient have to respect our staff and our office too.
17. **NOTE: YOU MUST BRING YOUR INSURANCE CARD/A FORM OF ID TO EACH DOCTOR'S APPOINTMENT OR YOU WILL NOT BE SEEN!**

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Patient's signature (parent/guardian if minor)

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today's date