

**Welcome to our office! Please read carefully:**

Here are instructions that we would like our patients to follow, so that your healthcare is delivered in a timely fashion.

1. Do your best to arrive to your appointments on time. We have found that even a delay of 15 minutes affects our ability to see patients in a timely fashion.
2. Have your driver's license, insurance card and co-payment when you check-in with the receptionist. Co-payments are accepted in the following type of transactions: Cash, Credit Card and check.
3. During week days, if you are ill, call us in the morning to schedule an appointment. Please do not walk into the clinic without calling first.
4. With every visit, please bring all medications that you are taking or a list with the dosage and directions even if they were prescribed by a clinician at our office or were purchased over the counter. If you are diabetic, always bring your glucometer.
5. Bring any pertinent records, laboratory reports and X-Rays that are important to your health or your child's health, including immunization records.
6. We do not refill medications over the telephone. We understand that there will be exceptions. Please tell us what medication refills you need at the time of your visit, or call the pharmacy to have them fax over the medication request for approval. Less time on the telephone with the pharmacies means more time to spend with you as a patient, with consultants taking care of your health and authorizations that you may need.
7. If you or your loved one is feeling ill and the weekend is approaching, please make an effort to see Dr. Rodriguez so that we can provide the care you need.
8. If you call the office after hours because you are feeling ill, please have your pharmacy telephone number on hand.
9. If you have forms that need to be completed by Dr. Rodriguez, please be sure to fill out the portions that you are responsible for before leaving the forms with the receptionist. The processing of any medical, DMV, school forms and other forms are handled in the date received order and require 5-7 business days (not including weekends) for processing depending on the type of forms. There will be a processing fee for each form.
10. Referral authorizations are valid for 2-3 months. If you allowed your authorizations to expire, there will be a \$5.00 fee for processing a new authorization.