



Atlas Medical Clinic Practice Policies

Appointment Information:

- Appointments can be booked by telephone or in person. When booking your appointment, we will ask you to briefly identify the reason for your visit so we may allocate an appropriate appointment time.
- Please arrive **ten (10) minutes before** your appointment time to ensure sufficient time for registration and completion of any required forms and/or documentation for your visit.
- We require **24 hours' notice** for appointment rescheduling or cancellation. Missed appointments limit other patients who need critical access to medical care in a timely manner. A no-show fee may be applicable for missed appointments not cancelled at least 24 hours in advance.
- Patients who arrive **over ten (10) minutes late** to their appointment may not be seen and will be asked to reschedule their appointment on a different day. Same day rescheduling may be performed if time permits. The no-show fees (same as above) will also apply.
- Any outstanding no-show fees will need to be paid before being scheduled for further appointments. If a patient misses three (3) appointments, we reserve the right to terminate the patient-physician relationship.

Test Results:

- Please note, **front desk staff are unable to provide results via telephone, fax, or email.**
- We promptly review test results. We usually do not call patients with normal results unless arranged in advance. You will, however, be contacted by telephone if there are results that need to be discussed. If you would like to discuss the result with your physician, please book an appointment to do this. When booking, please inquire to make sure your test results in question are on file. In all cases, we encourage you to consult with the doctor if your symptoms remain or have gotten worse.

Prescription Refills:

- If you take regular medications, it is best to make an appointment with your physician when you get to your last refill so you do not run out before you can be seen.

Misc. Policies:

- **Confidentiality is of the utmost importance and will be strictly maintained.** Your medical information will NOT be released to anyone (including members of your family) without your written permission.
- We are committed to building and preserving a pleasant and comfortable environment for patients, staff, doctors, and visitors alike.