

## OFFICE POLICY

Our mission is to provide exceptional medical care in a compassionate, professional, and safe environment. If this is not being provided, please contact our business manager, Maria Cadena.

In order to provide the best care to all of our patients, we ask that you review and sign our Office Policy.

- Clinical visits are by appointment only. Please arrive 15 minutes prior to your scheduled appointment. Please give at least 24 hours prior to your appointment for cancellations. We may charge for the visit if notice is not provided. Patients arriving 20 minutes past their scheduled appointment may be rescheduled.
- Please provide an accurate and updated contact phone number and address.
- Disruptive or disrespectful behavior by patients and/or patient family members is **not tolerated** and will result in dismissal from our practice.  
The following list are examples, but not exhaustive list:
  - a. **Use of profanity, threatening behavior, shouting, slander in person or on social media, theft, property damage, refusal to comply with recommendations, payment refusal.**
- Your medical information is confidential and compliant with HIPPA regulations. Please complete the patient questionnaire honestly and completely to the best of your knowledge.
- Please **DO NOT BRING FOOD OR DRINKS** into our lobby or office. Bottle water is allowed. Please silence your cell phone. Please **DO NOT** talk on your cell phone in the patient rooms.
- For your child's safety, please provide other arrangement, Infants strapped into a carrier & children over 12 years are the only children allowed in the lobby & office. **Please take full responsibility for your child.** Staff will be happy to reschedule your appointment if necessary.
- We prefer a maximum of **only 1 additional guest** in the patient room. Exceptions may be made with permission for obstetric ultrasounds.
- If you do **NOT SHOW** for your appointment without notice on more than one occasion, you will receive 30 days notice to follow up or we will no longer consider you as our patient. Extenuating circumstances are taken into account.
- **Dr. Stafford and the staff respect your time, but hospital emergencies, obstetrical deliveries and unexpected additional time for surgical cases and clinic visits are at times unavoidable and take priority.**
- Phone calls: We currently have multiple phone lines with an answering service available during non business hours, if all lines are being used a busy signal may occur. **We ask that you as the patient make the phone call and not a family member unless extenuating circumstances arise.**
  - a. **For non-emergent medical questions or medication refills please call between 8:00-8:30 or 11:30-12 pm, or 4:30 pm-5 pm. Staff will return your call within 24 hours. For emergent questions or to reschedule an appointment, please call as soon as possible. Do not hesitate to contact the hospital or the emergency room if medically necessary. We want to answer your questions and provide exceptional care in a timely manner; first priority is with the patients we are seeing in the office. You may also send secure message via doctor base.com and expect a response within 2-3 business days.**
- **If you transfer care to another provider in the area, you will no longer be considered our patient and records may be faxed in a timely manner upon new provider request. We reserve the right to refuse anyone as a patient upon initial consultation. We have the right to dismiss any patient from our practice at which time you will be provided 30 days notice to seek another provider.**

*I have read and agree to adhere to the office policy stated above:*

Signature

Print Name

Date