

CLINIC POLICIES

For New Patients:

- We only allow a **ONE-TIME** reschedule if requested over 24 business hours from the appointment time.
- A no-show fee of fifty dollars (\$50.00) for any missed appointment not canceled or rescheduled at least twenty-four (24) business hours in advance. For Monday appointments, cancellations must be made by 3:00 PM Friday. Late cancellations (after 3:00 PM or weekend calls for cancellation) will incur a \$50 charge, charged to the card on file. This applies to all patients, regardless of insurance status.
- Refills may take 48-72 business hours. Please plan accordingly. If you are overdue for labs and follow-up, a one-time ONE-month refill will be sent at the provider's discretion. Please make sure labs and follow-up appointments are completed before the completion of the short-term supply.
- **Please note that copays, deductibles, and coinsurances are due at the time of service**

For Follow-up patients:

- A no-show fee of fifty dollars (\$50.00) for any missed appointment not canceled or rescheduled at least twenty-four (24) business hours in advance. For Monday appointments, cancellations must be made by 3:00 PM Friday. Late cancellations (after 3:00 PM or weekend calls for cancellation) will incur a \$50 charge, charged to the card on file. This applies to all patients, regardless of insurance status.
- **Our providers are unable to call patients or respond to excessive and elaborate portal messages.** Discussions outside of quick questions that our medical staff can answer will require a scheduled appointment to address all concerns at once.
- **Please use the patient portal** (https://mycw205.ecwcloud.com/portal25465/jsp/100mp/login_otp.jsp) for messages and refill requests. Do not use the admin email. Please limit calls to the office, as we are with patients most of the day and can better respond to a limited number of short portal messages.
- **Please note that copays, deductibles, coinsurances, and all outstanding balances are due at the time of service. All outstanding balances or accounts in collections must be paid off in full before new appointments.**
- Please note our staff is working hard and covering multiple tasks at any given time. PLEASE DO NOT CALL REPEATEDLY. We are a busy clinic. ANY TASK CAN TAKE UP TO 3 BUSINESS DAYS TO COMPLETE. IF IT IS URGENT, YOU MAY NEED TO SCHEDULE A SAME-DAY APPOINTMENT IF AVAILABLE.
- Please note that rude behavior of any kind is not acceptable and is grounds for dismissal from the practice. We value our employees. We value our patients. We expect mutually respectful communication. NO EXCEPTIONS.

Please sign below to acknowledge the clinic policies and procedures:

Signature: _____ Date: _____