

GENERAL OFFICE POLICIES

Office hours are Monday through Friday morning by appointment only. Our telephone is answered 24 hours 7 days a week, either by our staff or by our answering service. After hour, weekend and holiday telephone calls should be for emergencies only. In case of an emergency, Dr. Bodrero or one of his associates on call will be promptly contacted. No prescription refills will be authorized after five, or on the weekends so please plan ahead. Please call in prescription refills 48 hours in advance to your pharmacy.

Please call at least one week in advance to schedule routine examinations or follow-up visits. Unexpected illness which is not of an emergent nature will be scheduled within 24-48 hours of being reported. If we work you in between regularly scheduled patients, please expect to wait. Emergencies will be handled at once. Please do not go to the emergency room unless it is an emergency.

We request that you give us 24 hours notice if you cannot keep your appointment. Three missed appointments may at our discretion, result in dismissal from the practice. If you schedule an Alternative treatment appointment and fail to call and cancel that appointment, you will be charged the full price for the visit if you "NO SHOW". We ask your consideration and cooperation in this matter.

Usually only the one problem can be dealt with successfully in the normal scheduled amount of time. If problems exceed the time, then additional visits will need to be scheduled. Please be straightforward with the receptionist about the purpose of your visit so that an appropriate amount of time can be scheduled. This will help the doctor remain on time for both you and others.

We do our best to remain on time, but it is sometimes difficult to get you in exactly on time. Each case is different and may require more or less time depending upon the doctor's discretion. If you arrive 10 minutes late for your appointment, you will be asked to reschedule unless we can reasonably work you in with our other scheduled patients.

Children need to have separate appointments and be brought to the office alone so that they can receive the staff's full attention. All children under the age of 18 need to be accompanied by an adult during their appointment time. If you are unable to bring in your child, you must authorize via a note or a phone call to one of our staff members, for another adult to bring in him/her in. When your child has a well child care check up, please bring in your shot records so that we can update your records and ours.

Payment for services rendered, are required at time of service, unless other arrangements have been made ahead of time. There will be a \$25.00 service charge on all return checks. Services that are not part of your insurance coverage are your responsibility, to include, lab studies, Alternative medicine, immunizations, and certain prescriptions for nicotine addiction, obesity and depression. Payment for these services here are to be paid for in cash at the time of service. You may then bill your insurance yourself if desired.

I understand the policies and if there are any questions I will request further information from a member of the staff. This policy was updated on 1/1/06.

Signature of patient/Legal Guardian

Date