

ERTEL MEDICINE & PEDIATRICS

OFFICE POLICIES

Thank you for choosing Ertel Medicine & Pediatrics for your healthcare needs. We want to provide the best possible service to our patients and to make each visit as pleasant as possible.

Please read and become familiar with the following office policies.

- Because we want to keep wait times to a minimum, we request that you arrive before your scheduled appointment time. If you are late for an appointment you will be asked to reschedule unless the schedule permits you to be worked in at a later time. We also ask that you provide a twenty four (24) hour notice for appointment cancellations.
- If you should schedule an appointment and do not cancel within two (2) hours, you will be considered a No Show. After three (3) No Shows in a period of six (6) months you will be asked to find another doctor.
- You will be responsible for presenting your insurance/medical card as well as your co-payment or co-insurance at each visit. If you do not have your card and/or co-pay or co-insurance, you will be asked to reschedule your appointment to another time.
- If you have an appointment, we ask that only the patient go back to the exam room. The exceptions to this policy are when a patient is a juvenile or when it is medically necessary for the patient to be assisted.
- If you have Medicaid or an HMO insurance requiring you to select a primary care provider, one of our providers or Ertel Medicine & Pediatrics must be listed as your primary care provider or you must have a referral authorizing the visit.
- School/Work excuses are not backdated. They are given for the date of the office visit and extended per the doctor's orders.
- For your safety and good health, providers at Ertel Medicine & Pediatrics will not prescribe the following drugs: Oxycontin, Percocet and Lortab. For effective pain control, alternative drugs or treatment options will be prescribed.
- Under certain circumstances Ertel Medicine & Pediatrics may dismiss patients from the practice due to non-compliance, collections, etc. When a patient is dismissed, this includes all family members or anyone living in the household. A letter will be mailed to the dismissed patient if this occurs.
- All children under the age of eighteen (18) must be accompanied by a legal guardian or persons listed on the consent form.