

LM Chadfield, DO PLLC

OFFICE POLICIES

Welcome to our office! Please review and our updated office policies as follows:

- We ask that at your first appointment you bring your insurance card, completed forms, and photo ID.
- We ask that you bring or wear flexible, gym type clothing. NO jeans or belts.
- Your first appointment may be approximately 1 hour.
- Established patient appointments last about 30 minutes.
- If you are not feeling well, have a cough, cold, or any illness please CALL our office BEFORE coming to your appointment. We see immunocompromised patients who can not fight off illnesses, so please be considerate. We may ask you to reschedule.
- Please bring a mask to wear for your appointment.
- Please do not wear any perfume or fragrances to your appointment.
- If you are a smoker, please arrive freshly showered in smoke free clothing, and do not smoke between the time you shower and your appointment.
- Our office hours are normally 8-4pm Monday thru Thursday.
- If you need to reach Dr. Chadfield after office hours please send a text message to 616-840-1898. Please do not leave phone messages.
- Arrive timely to your appointments. We ask that you arrive a few minutes prior to your appointment time. If the Doctor is running late, we will try to notify you at the phone number you have provided.
- Text reminders and calls are a courtesy, please do not solely rely on them to remind you of your appointment.
- We have a cancellation/ 'no-show' policy. Please do not cancel appointments at short notice. Often patients are waiting for appointments, so as a courtesy it is best if you cancel in time for another patient to fill your spot. If existing patient appointments are cancelled in less than 24 hours, or you do not show up for an appointment, a \$30 fee will be charged. This does not cover the cost of the missed appointment. New patient appointments are scheduled for one hour, and if these appointments are missed or cancelled in less than 48 hours, you will be charged the \$230 for the cost of the appointment, or you will not be rescheduled.