

## Office Policies

- Allow up to 72hr (3 business days) for the fulfillment of medication refill request

(certain medications require follow up appointments; refill request may not be filled if you do not participate in your care plan by coming to these appointments)

*You, the patient, are responsible for requesting refills in a timely manner to ensure you don't have a lapse in medication.*

- Allow up to 5 business days for any paperwork needing to be filled out by Dr. Sripada
- Missed appointments or cancellations with less than 24 hours' notice may incur a \$75 fee. Multiple no-shows may result in discharge from the practice.

(Patients with disabled reminders or who do not respond after opening them will be discharged after 2 no-shows; all other patients will be subject to discharge after 3 no-shows)

- We hold the right to discharge a patient due to lack of participation in care plan or verbal abuse of staff
- Arriving more than 10 min late will be considered a no-show; please contact us if you think you may be late and we will determine if we can still see you that day. Be aware that late arrival may affect your appointment length dependent on Dr. Sripada's schedule that day
- Co-pays not paid at time of service may incur a \$5 surcharge.
- Unpaid balances may be sent to collections. All collection fees will be the responsibility of the patient.

\* If there is a payment issue we are unable to assist with we will refer you to our billing department\*

(balances can be paid via phone or coming into our office to make a payment)

- Patients are responsible for confirming insurance network coverage to avoid unexpected charges.
- Walk-in visits are Mon, Tue, Thurs and Fri from 9AM-11AM; please be advised these appointments are for acute visits **ONLY** (new illness or injury)