

<h3>APPOINTMENT POLICY</h3>	<h3>CANCELLATION POLICY</h3>
<p>We remind our patients 48 hours before their appointment. Confirm your assistance via phone, email or text at least 24 hours beforehand. Notify us on a Friday to confirm a Monday appointment. The scheduling system removes the appointment automatically if not confirmed to allow enough time to accommodate another patient that needs care.</p>	<p>When a patient cancels without giving enough notice, this prevent another patient from being seen. A cancellation policy of \$25 is incurred only if enough time is not given to schedule another patient (less than 24 hours). This policy allows us to develop a mutual respect and consideration for your time and ours; thank you for your understanding!</p>
<h3>WAITING POLICY</h3>	<h3>TARDY POLICY</h3>
<p>Patients are schedule every 15-30 min depending on the anticipated care for the patient. Due to unforeseen emergencies or unexpected complications, sometimes you will need to wait anywhere between ½ hour to 1½ hrs. We will notify you, and if you decide not to wait due to these unforeseen delays, we will offer you a courtesy reschedule.</p>	<p>Please arrive with enough time for your registration, updates of your information, and completion of forms. When you arrive 15 min after your appointment, we may need to schedule you for another date to ensure that you have enough time with our medical providers without taking time from your appointment or other patients.</p>
<h3>REFERRAL/PRIOR AUTHORIZATION</h3>	<h3>PATIENT PORTAL</h3>
<p>If you need a specialist appointment that requires a referral/prior authorization, you need an appointment with Dr. Acebo. For our referral coordinator to submit a request for a specialist or service performed outside the office, Dr. Acebo needs to be the ordering physician. Notify our office 1 week earlier (referrals/ prior authorizations take 5-7 business days, requests that meet emergency criteria take 24-72 hrs.)</p>	<p>The patient portal is a healthcare application that allows you access to your laboratory results in a secure manner. To sign in, go to acebohealthcenter.myupdox.com, enter your Email Address (the one provided at your registration), and click Verify Email Address. Click Forgot Password to reset your password –you’ll receive an email-. Go back to the website (your username is your email)</p>
<h3>MEDICATION POLICY</h3>	
<p>To manage medication requests in an efficiently and safely manner, we require office visits on a regular basis (every 6 months). It is our goal to provide you enough refills on your medication until your next scheduled visit. If you are overdue for a follow-up visit and/or blood work (necessary for monitoring the safety and effectiveness of a medication), the provider may agree to authorize enough medication to last until your visit (up to 4 weeks supply). It is your responsibility to schedule an appointment before you run out of medication. By law, controlled substances can only be hand-written & given during an office visit. If you have a medication from a previous provider and you need refills, we will gladly schedule an appointment with Dr. Acebo for an evaluation regarding the medication in question. For some medications not covered by your plan, the medical assistants may prepare a prior authorization request explaining why you need the medication this may take 24 hrs. to 1 week. Check all your medications before your visit, to determine if you need refills at the time of your appointment.</p>	