

Carolina Medical Affiliates Office Policies

Please read the following policies for our office. We hope that if you have a clear understanding of our expectations we can better serve you. If you have any questions please do not hesitate to ask. Please sign to verify that you have read and understand this form. A copy will be given to you and the signed one will be placed in your chart.

1. We see patients by appointment only, except for medical emergencies. If the need arises for an urgent appointment you are encouraged to call the nurse prior to coming into the office.
2. In order to keep your wait time to a minimum in the office and not to inconvenience our other patients we request timely arrival for your visit. If you are late your appointment may be rescheduled.
3. Medical Emergencies take priority over all other visits and can increase your wait time. We apologize in advance for any inconvenience.
4. If you are unable to keep an appointment we request that you notify the office 24 hours prior to your appointment.
5. Our office will try to give you a courtesy call to remind you of your appointment, keeping the appointment is your responsibility.
6. It is your responsibility to keep the office informed in a timely manner of any changes to your insurance, address, phone number, or any personal information.
7. Please be familiar with your insurance benefits and requirements (i.e. knowing if there is a preferred list of providers, preferred hospital, preferred lab, deductible, and co-payments). There may be financial penalties if you go to the wrong place or fail to get the appropriate referrals. Please help us keep your healthcare cost to a minimum.
8. All co-payments, coinsurances, and deductibles are due when services are provided. This includes office visits, injections, labs, and diagnostic testing.
9. Our nurses are glad to answer any questions that you might have and decide if you need an appointment. The nurse will return your call between taking care of patients in the office. If you have numerous concerns we ask that you schedule an appointment.
10. All requests for prescription refills or written prescriptions will be ready to be picked up 24 hours after received by the office.

I certify that I have read and understand the policies listed above.

Signature

Date

Date of Birth