

iMED Healthcare Associates

Office Policies

Office Hours: Monday—Thursday 8:00 am - 5:00 pm **Phone Hours:** Monday—Thursday 8:00 am - 12:00 pm/1:00 pm - 4:30 pm
Friday 8:00 am - 12:00 pm Friday 8:00 am - 12:00 pm

Appointments: Please arrive 15 minutes prior to your scheduled appointment. Patients are seen by appointment only. (No Walk-Ins.)

Provider Assignment: Switching between providers in the practice is not permitted.

Late Arrival: If you are running more than 15 minutes late, it may be necessary to reschedule your appointment to allow adequate time to discuss your healthcare needs.

What to Bring to Your Visit: Bring all current medication bottles or complete updated list of medications to every visit. These will be reviewed at every visit for your safety.

DL/ID and Insurance Cards: Please bring your driver’s license/identification and insurance cards. You will be asked to verify your demographic information at every visit.

Copay/Other Payments: Copays are due at the time services are rendered.

Appointment Reminders: You will receive an automated appointment reminder phone call two days before your appointment. Please listen and follow the prompts.

Missed Appointments: We understand that emergencies occur and things come up. However, if you miss more than three appointments (no-show or same-day cancel), you may be dismissed from the practice.

Returned Calls: Urgent calls will be returned before the end of the day. Non-urgent calls will be returned within 24 hours.

Prescription Refills: If you need a medication refill, please call your pharmacy one week before you run out of medications. Your pharmacy will submit an electronic request to us. We will not address refill requests on weekends.

Health Screening: For your safety, you will be asked to complete a health screening form at every visit.

Patient Health Portal: To access your elements of your health records such as medical visits, prescriptions, or to send a message to your provider, please sign up for the patient health portal. Turnaround time for requests may be quicker if requested through the portal.

Patient Etiquette: Inappropriate behavior toward staff such as foul language is prohibited and may result in dismissal from the practice.

Walk-In Requests: Walk-in requests for the physicians will be handled after their scheduled appointments for the day. You may leave a message with the front desk staff and they will ensure your message is provided to your physician and support staff.

Audio & Video Recording: Recording in the clinic or exam room while the provider is with a patient is prohibited.

By signing below, I agree to adhere to the iMED Healthcare Associates office policies outlined above.

Patient Name/Patient Representative

Signature

Date