

FOUR PEAKS NEUROLOGY
OFFICE POLICY AND PROCEDURE
PLEASE READ CAREFULLY

- Copays, coinsurance, and deductible balances are due and will be collected at the time of service. We accept cash, check, Visa or MasterCard.
- If you are fifteen minutes or more late for your appointment, we reserve the right to reschedule you to another day and/or time. If you experience an emergency, please go to the nearest hospital
- If you have a question or concern for the Doctor or NP and have not been seen for over a month, please schedule an appointment.
- If you have left a message, please allow 24 to 48 hours for the staff or Doctor to return your call.
- For refills, please contact your local Pharmacy. Please allow 24 to 48 hours for prescriptions to be processed. **Please Note:** Prescriptions will not be filled over the weekend or after hours. To ensure you do not run out of your medication, please call **at least one week in advance** for any refills.
- We are more than happy to write mail-order prescriptions, although we do not fax them to the pharmacy, you can pick them up or we can mail them to you.
- If your doctor orders any tests or procedures, we will obtain authorization from your insurance company, Please allow 5-6 business days for this process. After your tests have been authorized, the facility will contact you, unless otherwise specified.
- Follow up appointments are **required for all test results**, including labs unless otherwise specified. These are generally scheduled 1-2 weeks after your test date to allow time for the office to receive test results.
- All forms that are filled out by the Doctor or NP requiring their signature will be processed at fifteen (\$15) dollars per page. This includes FMLA, disability forms, work notes, etc. Please be prepared to pay at the time the forms are delivered to us.
- I have received and read the noted of privacy practices (HIPPA) form as well as office policies.

PATIENT COPY