

Appointment Policy

Patient Name: _____ Date of Birth: _____

PLEASE ARRIVE 15 MINUTES PRIOR TO YOUR SCHEDULED APPOINTMENT TIME.

Items to Bring to Each Appointment

- Co-Pay/Co-Insurance ▪ Photo ID ▪ All Forms that Need to be Completed for your Appointment
- Insurance Card(s) ▪ Child Immunization Records (if applicable) ▪ Medication Bottles (new patient)

Late Arrival

If you arrive more than 10 minutes late for your scheduled appointment you may be required to reschedule. You may choose to wait as a walk-in patient but are not guaranteed an appointment that day.

Appointment Confirmations

Automated reminders will be sent prior to your scheduled appointment time. **Please confirm your appointment at least 24 hours in advance.**

Appointment Cancellations

You may contact the clinic to cancel or reschedule appointments. **Please provide 24-hours' notice to cancel or reschedule an appointment or it will be considered a missed appointment.**

Missed Appointments

If you fail to keep a scheduled appointment or do not cancel an appointment more than 24 hours' in advance, this will be documented as a missed appointment.

If you have 3+ missed appointments in a 6-month period, you will no longer be pre-scheduled for appointments and will be seen on a walk-in basis only.

If you are experiencing barriers to making your scheduled appointments (e.g., transportation, financial hardship, childcare, etc.), please let us know. We are happy to provide information about community resources. Our goal is to work with you and accommodate your needs to the best of our ability.

Children

Patients under 18 years of age must be accompanied by a parent or guardian. Children under 18 years of age who arrive without a parent, legal guardian, or other authorized adult cannot be seen without an Advanced Consent to Treat Form on file.

Due to safety concerns, we cannot have unsupervised children at the clinic and NEW Health cannot be responsible for child supervision. Please plan to bring children into the examination room with you or arrange for childcare prior to your appointment.

Prescription Refills

Contact your pharmacy for all refill requests. Please allow 72 business hours for processing

IF YOU UNDERSTAND AND AGREE TO THESE TERMS, PLEASE SIGN BELOW:

Signature of Patient/Parent/Guardian

Date