

## OFFICE POLICIES/FEES

- **Office Hours:** our office hours are Monday-Friday 9am-4:30p and we are closed for lunch from 12pm-1pm. The office is closed during observed national holidays and hours may vary on designated days.  
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- **Emergencies and after hours concerns:** our office does not provide care outside of business hours as above. If you experience a medical reaction or have an emergency, please call 911 or proceed to the nearest ER for immediate care. For non-emergent concerns, you may leave a message for Dr. Newhook and your call will be returned within 48 business hours.  
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- **Appointments:** please arrive 10 minutes prior to your follow up appointment and 20 minutes prior to your new patient appointment. If you are more than 15 minutes late for your appointment, you will be asked to reschedule and charged the full appointment fee. Please notify us if you will be running late.  
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- **Cancellations/Rescheduling:** in an effort to ensure Dr. Newhook is able to best serve her patients, there is a fee for *no shows, cancellations and rescheduling an appointment with less than 24 hour notice*. This includes cancellations made after our office closes at 4:30pm on the previous business day. The fee is charged at a rate of the full appointment fee.  
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- **Patient information (changes):** it is your responsibility as the patient to keep information current with our office. This includes any changes in address, email, phone number, pharmacy or insurance. Please provide any change in insurance information to our office within 48 hours before scheduled appointment. Failure to verify insurance prior to your appointment will result in rescheduling or unexpected out of pocket costs.  
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- **Medication Refills/Paperwork Requests:** please submit requests for medication refills or for paperwork completion (including disability forms) to be filled by Dr. Newhook *5 business days in advance* of the date you need them. Every effort is made to complete these as soon as possible, but it is your responsibility to give advance notice. There is a \$35 fee for completion of any paperwork greater than one page long.  
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- **Controlled substances policy:** any *lost or stolen controlled substance prescriptions and/or medications* must be reported directly to *the police department* before a new prescription can be issued. A new controlled substance prescription will not be issued without a police report and case number. A fee of \$10.00 will be charged for replacing a lost or expired controlled substance prescription.  
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- **Medical Records:** hard copies of your medical records may be obtained upon request. Please allow *10 days* for processing. A fee of \$35 is charged for the first 30 pages, and then 0.50 for each additional page.  
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- **Privacy Practices**  
Our Notice of Privacy Practices describes how medical information about you may be used and disclosed and how you can get access to this information. It is given to all new patients as part of the new patient paper work.  
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- **Insurance**  
If a patient has out of network benefits and wishes to submit an out of network claim to his/her insurance company, please bring the necessary forms to be completed. *Please allow 5 business days for completion.*  
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