



Clinic Policies

Appointments & Scheduling

Patients are expected to arrive promptly at their scheduled appointment times. If you arrive more than 15 minutes late, your appointment may need to be rescheduled to accommodate other patients and clinic flow. Same-day appointments are offered based on availability. In case of emergencies, please call 911 immediately. For urgent medical questions that arise after normal business hours, follow the clinic's after-hours instructions provided to you.

Cancellation & No-show Policy

If you need to cancel your appointment, please notify the clinic at least 24 hours in advance. Frequent no shows or repeated late cancellations may result in fees, limitations on future scheduling, or dismissal from the practice.

Communication & Patient Portal

The patient portal should be used for routine questions, prescription refill requests, inquiries about lab results, or for sending nonurgent messages to the clinic team. Messages submitted through the portal are typically answered within 1 to 2 business days. If you need more immediate assistance during business hours, a phone triage system is available to address your needs.

Medication Refills

Please submit requests for medication refills at least 7 business days before your supply runs out to ensure continuity of care. Appointments are required for refilling controlled substances, and these medications cannot be refilled early. The clinic cannot replace lost or stolen prescriptions for controlled substances.

Lab Results & Follow Up

Routine laboratory results are communicated to patients through the patient portal after clinician review. If your results require further discussion or follow-up, a return appointment may be necessary. Should your results be urgent or significantly abnormal, the clinic will contact you directly by phone.

Forms, Paperwork & Letters

Please allow 7 to 10 business days for the completion of administrative forms, such as FMLA paperwork, work letters, or school and sports forms. Most forms are subject to a \$25 administrative fee. If a form is extensive or complex, an appointment may be required to complete it accurately.

Financial Policies

All copayments, deductibles, and outstanding balances are due at the time of your visit. Patients must provide updated insurance information and their pharmacy benefit card at every appointment. If your insurance plan denies a claim, you are responsible for paying the remaining balance.

Specialist Referrals & Imaging

Specialist referrals are processed based on accurate and current insurance information. Some referrals may require 3 to 5 business days to process. Patients are responsible for confirming that a referred specialist is in network with their insurance plan.

After-hours Care

Messages left after business hours are reviewed on the following business day. After hours calls are managed through the clinic's answering service. For emergencies, call 911 or go to the nearest emergency department.

Behavior & Conduct

All patients are expected to communicate respectfully with clinic staff and clinicians. Any abusive, aggressive, or inappropriate behavior may result in dismissal from the practice.

Medical Records

Requests for medical records must be submitted in writing. Processing records typically take 7 to 10 business days. A nominal fee, as permitted by Alabama law, may apply for this service.

Dismissal from Practice

Patients may be dismissed from the practice for reasons including but not limited to: repeated no shows or late cancellations, failure to follow prescribed treatment plans, abusive behavior, nonpayment of account balances, or violations of controlled substance policies.

Acknowledgment

I have reviewed and understand the clinic policies listed above.

Initials: _____ Date: _____