

Emerald City Medical Arts Patient Agreement

Effective immediately, Emerald City Medical Arts is instituting the following new policies:

1. Our malpractice carrier has requested that we NOT give medical advice to our patients over the telephone. If you call our office, and request that a condition be discussed, diagnosed or treated, you will be asked to make an appointment to see a provider. We want to make sure that we have every possible opportunity to accurately diagnose, and properly treat your medical condition. Providers will not return phone calls to patients regarding medical questions, options or treatments, but you will be promptly scheduled to see a provider to address your medical concerns.
2. We appreciate you arriving on time for your appointment with us. Our office schedules routine visits, and same day appointments at 15 minute intervals. Being just a few minutes late for your appointment may result in either an abbreviated visit or having to reschedule for which you will be charged \$35.00.
3. If you are having an examination that includes diagnostic procedures, i.e. blood draws, outside scans or procedures you will be asked to return to the office to go over these findings with your provider. This is done so that we have every opportunity to address all of your concerns and properly document medical conditions. Once again, these findings will NOT be discussed with you over the phone. You will be asked to make a follow up appointment so that we can go over this with you.
4. If you need to cancel an appointment that is scheduled for a Monday, please leave a message on our office voicemail system over the weekend in order to avoid a \$35.00 charge. This will be considered the 24-hour notice that is required per our financial agreement.

These new policies are being implemented for the continued safety, and quality of medical care that our office has always maintained. Your provider will be happy to discuss any issues you might have with these policies.

I have read & understand the contents of the new Patient Agreement.

Patient Name (print)

Patient Signature

Date

March 23, 2010