

PATIENT OFFICE POLICIES & GUIDELINES

We appreciate the opportunity to care for you. Please review these office policies, which help us provide safe, efficient, and compassionate care for every patient.

Insurance & Identification

Please bring your current insurance card and a valid photo ID to every appointment. If current insurance information and identification cannot be provided, your appointment may need to be rescheduled. Please notify our office before your visit if your insurance has changed.

Appointment Arrival

Please arrive 10 minutes before your scheduled appointment. Patients arriving more than 15 minutes after their scheduled appointment time may need to be rescheduled.

Cancellations & No-Shows

Please provide at least **2 hours' notice** if you need to cancel or reschedule your appointment. Missed appointment fees are:

- First occurrence – \$25
- Second occurrence – \$50
- Third and subsequent occurrences – \$100

Missed appointment fees are the patient's responsibility and are not covered by insurance. Outstanding fees must be paid before future appointments can be scheduled.

Laboratory Results

Most laboratory results are available within **2–3 business days**.

Results will be uploaded to your patient portal after they have been reviewed by your provider.

If follow-up or changes to your treatment are needed, a member of our clinical team will contact you.

Patients without portal access may request a mailed copy at the time of their visit.

Forms & Paperwork

A **\$10 processing fee** applies to most forms completed by the provider.

Please allow **7–10 business days** for completion.

Expedited requests can be requested for an additional **\$25**.

PATIENT ACKNOWLEDGEMENT

I acknowledge that I have received, reviewed, and understand the HealthWise Clinic Patient Office Policies. I understand these policies are intended to support the delivery of quality patient care and efficient office operations.

Patient Signature	Date

Printed Name: _____

These policies are subject to change without prior notice. The most current version is available upon request.