



## OFFICE POLICIES

### After-Hour Emergencies

If you should experience a life-threatening emergency, please call 911 or go to the closest emergency room.

If you have other after-hours emergencies, you may contact the physician on-call by call our main number. This service is for emergency or potential emergency care only. Please call during regular business hours for non-urgent questions or concerns.

### After-Hours Narcotics

There will be no refills of any narcotic after hours or on weekends. Please call during our regular business hours.

### Late Appointment Arrival

We ask that all patients arrive at the designated time. If you do arrive late for your appointment, we may need to see other patients before we can see you. In addition, if you are more than 15 minutes late, you may be asked to reschedule.

### Cancellations and No-Shows

As a courtesy to other patients, we request that you notify WHG as soon as possible if you need to change your appointment. This allows us to offer that appointment time to another patient.

We understand that sometimes unforeseen circumstances may arise on the day of your appointment. But we ask you give notice as soon as possible (24 hours if possible) if you will not be able to make your appointment.

If you have missed your appointments 3 times and have not cancelled or reschedules, you may be dismissed from our practice.

**Midwifery at Rose strives to offer you the very best medical care; therefore, we have implemented these policies to continue providing premium care to all of our patients.**

I have read and understand the Financial/Office Policies:

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**Patient/Responsibility Party Signature**

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**Date**

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**Print Patient Name**

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**Date of Birth**