



# Mount Vernon Internal Medicine

## Patient Policies

Mount Vernon Internal Medicine is dedicated to providing you with the best patient care. The first step in this process is to make sure you have an understanding of our practices policies and procedures.

### Appointments

In our efforts to make your experience more comfortable and to minimize your wait time, our office has implemented a late arrival policy.

If you arrive 10 minutes or more after your appointment time, we may need to reschedule your appointment. This is to ensure that the patients who arrive on time are not negatively impacted.

If an appointment is available, you will be offered the opportunity to reschedule on the same day; however it may be with a different provider. We continue to do our best to accommodate all of our patients.

We will be instituting a charge of \$50 for any appointments canceled without 24 hours' notice and/or any missed or late appointments that are not with a specialist. All missed specialist appointments will result in a \$100 fee. Repeated missed and/or late appointments may result in dismissal from the practice.

### Paperwork Fee

There is a \$25 charge to complete paperwork both during and outside appointments. If you have an appointment and also need paperwork completed you will be responsible for your insurance mandated co-payment on top of the \$25 paperwork fee. Depending on the complexity of your paperwork, it may be completed after the appointment.

### After Hours

We request that you contact the physician after normal business hours only for emergencies. Medication refills and non-acute medical problems should be handled during our normal business hours. There is a \$25 fee for the use of this after hour's line.

### Prescription Refill Requests

Effective February 1 2017 Mount Vernon Internal Medicine has the right to charge \$10 (per prescription) for prescription refill requests that are done outside of an office visit. This includes any lost or stolen prescriptions.