

SERGIO J. JACINTO, M.D.

Office Policies

We thank you for being a patient at SERGIO J. JACINTO, M.D. Due to our continuing efforts in meeting the needs of all our patients; we need to make you aware of some of our policies. **Please initial each policy showing that you have read and understand each policy. Also, please sign and print your name at the bottom of the form.**

- ❖ ____ Our office hours are Monday thru Friday 8:30am to 4:00pm. Our phone will be on service from 12 – 1pm M-F, but we **do not** close for lunch.
- ❖ ____ Please arrive 15 minutes prior to your appointment time. If you arrive more than 15 minutes after appointment time, it may be rescheduled.
- ❖ ____ If you are unable to attend your scheduled appointment please contact our office 24-hours in advance. If we do not receive a call to cancel or reschedule your appointment, you will be responsible for a **\$35.00 NO SHOW FEE**. This is not covered by your insurance and must be paid before the next visit. **After the 3rd missed appointment, without notification, we will no longer be able to offer medical care for your child. You will be discharged from our practice!** It is your responsibility to remember and keep your appointments. We do courtesy calls when possible.
- ❖ ____ After hours calls are as follows: If your call is an **EMERGENCY –call 911**. Or go to the nearest emergency room. If your call is an urgent one that cannot wait until regular business hours you can page the on-call physician through our answering service.
- ❖ ____ Payment for services is payable in full prior to services rendered and is the responsibility of the responsible party. **Please see financial policy attachment.**
- ❖ ____ Medical records copied for patients will be charged \$1.00 per page. You will have to sign a request with time in order to have your records copied. We only handle records on Friday, so please be aware of that. **We will not mail any records.** They have to be picked up in person. We only fax records to other physician involved in the care of your child.
- ❖ ____ **You have to keep your follow up appointments in order to get refills of your medications.** Substance controlled medications cannot be called to the pharmacy; they have to be picked up in person from our office. Please call the prescription line and follow the prompts. **Refills must be called in 5-7 business days previous to your last dose.**

Patient's Name: _____ DOB: _____

Parent/Guardian Signature _____ Date _____

Parent/Guardian Print: _____