

Sheela Parrish , M.D. P.C.

OFFICE POLICIES

Mission: We strive to provide our patients with the highest level of care, customer service and transparency. Thank you for entrusting us with your healthcare needs. We appreciate and welcome your feedback to improve services or address any personal concerns regarding your medical care or office experience.

Medications/refills: Please bring current medication bottles to each visit, including over the counter medication. Prescriptions are best refilled at the time of your office visit. If you are overdue for an office visit, we may or may not be able to call in enough medicine until your next visit. It is your responsibility to schedule an appointment before you run out of medicine. We encourage you to schedule your next visit before you leave our office. If you are having side effects or dosage problems with a prescribed medication, please schedule an appointment to explore alternative options. Prescriptions for a new problem will not be called in without an office visit. We cannot effectively/safely prescribe treatment without proper evaluation.

Controlled substances: We do not provide controlled substances (including narcotics) for chronic pain management. Any medical conditions requiring long-term treatment for controlled substances will be referred to specialists who are experts in managing those conditions.

Health Forms: We realize that special forms are sometimes necessary to provide documentation of medical conditions. Completing forms is time consuming and generally falls outside the contractual relationship between you and your insurance company. All forms requested without an appointment will need to be reviewed by the office to determine if an appointment is necessary. All FMLA papers require an appointment with a provider. Fees for these forms will vary according to the complexity of the paperwork.

Appointments: Appointment times are reserved time for you and your physician to address your health issues. Missed/late appointments create an interruption for staff and other patients on the schedule. We ask that you arrive ten (10) minutes early for any paperwork or account updates to be completed. We reserve several slots during the day for same-day and urgent problems. Please call early in the day so we can accommodate your needs. We will make every effort to see you on time and also ask your understanding in the event we are running behind schedule as unforeseen emergencies and complex patient issues may warrant additional physician time. Our office utilizes text messages, phone calls or e-mail to remind you of your appointment time.

Cancellations/No show: If you cannot keep your scheduled appointment, please notify us as soon as possible. You may be charged a \$25.00 fee if office visits are not cancelled at least **24 hours** prior to the missed appointment. Multiple no show appointments may result in a higher cancellation fee or in your dismissal from the clinic.

Test results: We will attempt to order labs prior to your appointment. We have found that having an appointment to discuss your lab results with you allows for the best opportunity to collaborate on your care and come up with a solid treatment plan. If you do not have an appointment and are not notified within seven (7) days of your results, please contact our office. Many of the results can also be accessed via your patient portal. Contact clinic for details.

Telephone Calls/Messages: Phone calls are returned as quickly as possible. We strive to respond the same day. Non-urgent messages will be returned within 48 hours. We provide 24/7 medical availability to our patients; however after-hours call is for urgent matters that cannot wait until the next business day. For life-threatening emergencies, please call 911 or proceed to the nearest emergency room.

I have read and understand the office policies and agree to abide by these guidelines.

Patient Signature

Date

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