

### **NEW PATIENT INSTRUCTIONS**

In order for our providers to be able to continue to provide you with great care, we have implemented updated guidelines.

1. Please complete all new patient paperwork and bring all forms with you to your upcoming appointment. **If you cannot complete the paperwork prior to your appointment, please arrive 30 minutes ahead of your scheduled appointment time.** If you have completed your paperwork, please arrive 15 minutes prior to your scheduled time to complete the registration process.
2. If you are being referred to us from another practice, please arrange to have any lab work or testing done within the last year faxed to our office prior to your appointment. Fax number: (856) 772-2301.
3. Please bring a list of all current medications you are taking.
4. Please bring your insurance card and a valid ID to your appointment.
5. All copayments are due at the time of your visit.
6. If you fail to show up for your appointment or do not give us 24 hours' notice of cancellation, there may be a charge that will need to be paid prior to scheduling another appointment.

### **APPOINTMENT GUIDELINES**

To ensure a pleasurable visit and to minimize your wait time, please follow the following guidelines.

Please do your best to provide 24 hours' notice if you need to make changes to your appointment, including rescheduling and canceling.

Missed appointments are tracked and will be subject to a no-show fee.

**If a patient is more than 15 minutes late for an appointment, the appointment may need to be rescheduled.** This is to ensure that the patients who arrive on time do not wait longer than necessary. You may be given the option to wait for another appointment time on the same day if one is available. We will try to accommodate late-comers as best as possible but cannot compromise on the quality and timely care provided to our other patients.

**We truly appreciate your compliance and understanding with this policy so that we can continue to provide excellent medical care and an exceptional patient experience.**