

## Policies

Thank you for choosing Lafayette Pediatrics and Internal Medicine for your healthcare needs. We look forward to a long and healthy relationship. Please read the following policies.

**1. No Show/Cancellations** - we require 24 hours notice for cancellations of scheduled appointments. Each appointment time is reserved for only one patient and if you do not use your time without giving us adequate notice, then we may not be able to see all the patients that need to be seen. Therefore, if you do not show up for your appointment, or fail to give us adequate notice, then you may be assessed a \$50 fee that is not payable by insurance.

**2. After Hours** - We provide continuous after hours care for questions that might arise after normal business hours. To access after-hours care - please call our normal office phone and listen to the prompts. We offer a nurse line which can answer most questions. Also, Dr. Palazzari is on call 24 hours a day, 7 days a week to answer questions the nurse line cannot. Dr. Palazzari is happy to take your calls at any time of day or night, but please be respectful of his time with his family and only call if you believe it is necessary.

**3. Payment** - Copays and self-pay payments are due at the time of service. If you have additional responsibilities for payment, you will be billed with the remaining balance. Payment is due upon receipt. If you believe there is an error in billing, please contact us. You may pay by mailing a check, calling with a credit card number or stopping by to pay.

**4. Walk-in Appointments** – All visits are by appointment and we do not take walk-in patients. If you need to be seen urgently, please call us and we will do our best to get you in to see the doctor promptly.

**5. Prescription Refills** – Refills for prescriptions are completed during office hours only. Please contact your local pharmacy directly to ask for a refill. They will contact us if an additional prescription is required. Please allow 3 days for completion of your refill. Scheduled Medications require a hand written prescription and must be hand delivered by the patient to the pharmacy. Refills are provided for existing patients only.

**6. Other Prescriptions** – In general, prescriptions for new medications are not given without an appointment. This includes prescriptions for antibiotics. If you feel you need a new prescription, please contact us to arrange a visit.

**7. Forms** – Our staff will fill out forms necessary for Daycare, School, Camp, Work, FMLA and disability as needed. Please allow us 3 days to complete paperwork. We do not charge a fee for most paperwork, however, if the time required to complete the paperwork is exceptionally long, a small fee may be assessed.

**8. Telephone Calls** – Phone calls will be triaged and answered in order of urgency. During office hours, we generally return phone calls within 30 minutes. If you feel your call is critical, please let us know and we will get staff on the phone immediately. If we have not returned your call within an hour, please call us back.

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Print Name of Patient or Guardian

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Signature of Patient or Guardian

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Patient Name

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Patient Name

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Patient Name

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Patient Name

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Date