

HealthFirst Clinic - Patient Policies

1. APPOINTMENT POLICIES

1.1 Scheduling and Arrival

Patients are requested to arrive 15 minutes prior to their scheduled appointment time to complete necessary paperwork. Late arrivals of more than 15 minutes may be rescheduled to ensure other patients are not delayed.

1.2 Cancellations and No-Shows

We require at least 24 hours notice for cancellation.

- Cancellations made less than 24 hours in advance are subject to a \$50 cancellation fee.
- 'No-shows' (missing an appointment without notice) will be charged the full cost of the visit.
- Three consecutive no-shows may result in discharge from the practice.

2. OFFICE HOURS AND AFTER-HOURS CARE

2.1 Standard Hours

- Monday through Friday: 8:00 AM - 6:00 PM
- Saturday: 9:00 AM - 1:00 PM
- Sunday: Closed

2.2 After-Hours Emergencies

If you experience a medical emergency, please call 911 or proceed to the nearest emergency room immediately. For urgent matters that cannot wait until business hours, call our main line at

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(555) 0199 to reach the on-call physician. Note that medication refills are NOT handled after hours.

3. PRESCRIPTION REFILLS

Refill requests should be made through your pharmacy or our patient portal. Please allow 48-72 hours for processing. We do not process routine refills on weekends or holidays. Controlled substances require an in-person visit every 3 months.

4. FINANCIAL POLICY

4.1 Insurance

We accept BlueCross, Aetna, and Medicare. Patients are responsible for verifying their coverage before the visit. Co-payments are due at the time of service.

4.2 Self-Pay

For patients without insurance, we offer a flat rate of \$120 for initial consultations and \$85 for follow-ups. Payment is due before the session begins.