

# Clinic Policies & Guidelines

## CLINIC POLICIES & GUIDELINES

### OPERATING HOURS:

Monday to Friday: 8:00 AM - 6:00 PM

Saturday: 9:00 AM - 4:00 PM

Sunday: Closed

### APPOINTMENT BOOKING POLICY:

- Appointments can be booked up to 30 days in advance
- Same-day appointments available based on doctor availability
- Minimum 24 hours advance booking recommended
- Walk-in patients accepted subject to availability

### CANCELLATION POLICY:

- Free cancellation up to 24 hours before appointment
- 50% charge for same-day cancellation
- No-show: Full consultation fee applies
- Rescheduling allowed up to 48 hours before appointment

### LATE ARRIVAL POLICY:

- 15-minute grace period for late arrivals
- After 15 minutes, appointment may be rescheduled
- Please arrive 10 minutes early for check-in

### PAYMENT METHODS:

- Cash
- Credit/Debit Cards (Visa, Mastercard, Amex)
- Online payment via portal
- Insurance accepted (see below)

### INSURANCE PROVIDERS:

- Blue Cross Blue Shield
- Aetna

- Cigna
- UnitedHealthcare
- Medicare/Medicaid

#### PATIENT RIGHTS & RESPONSIBILITIES:

- Right to receive quality medical care
- Right to privacy and confidentiality
- Responsibility to provide accurate medical history
- Responsibility to arrive on time for appointments
- Responsibility to inform about cancellations in advance

#### CONTACT INFORMATION:

Phone: (555) 123-4567

Email: info@clinic.com

Address: 123 Medical Center Drive, City, State 12345

Emergency: Call 911 for medical emergencies