

Office Policy:

- Please arrive 20 minutes prior to your scheduled appointment time.
- Please call our office if you believe you will arrive more than 15 minutes after your scheduled appointment time. Although we will try our best to fit you in another time slot, your appointment may have to be rescheduled.
- We require at least 24 hours advance notice for cancellations.
- You may bring a maximum of 2 other people to your appointment.
- Children less than 12 years of age are allowed in our exam rooms ONLY if you bring another adult to provide supervision during the exam.
- If additional testing or counseling is needed during your visit (genetic counseling, diabetic education, amniocentesis or CVS) **the child and therefore the accompanying adult cannot stay in the exam room.**
- Your appointment could take anywhere between 1-3 hours depending on the nature of your visit
- No food or drinks in the waiting area.
- Please refrain from cell phone use and videotaping at ALL TIMES in our office. Cell phones are strictly prohibited in all exam rooms.
- In the event of inclement weather our office will call you if we will need to delay or cancel your appointment.
- Please reschedule your appointment if you are unable to safely drive to our office due to inclement weather.
- Please note that due to the complex nature of our specialty, our physicians may need to spend a longer period of time with you or another patient. We will make every effort to inform you about any delays in your wait time, however we ask for your patience.

Our Partnership with You:

What you can expect from us:

- To be treated with respect and dignity.
- Professional service that is timely, appropriate and confidential.
- Time to answer your medical questions and follow-up on your concerns.
- Educational material as needed.

What we ask from you:

- To abide by our office policies.
- To follow the recommended treatment plan and inform your physician of any changes.
- To pay all co-payments, co-insurances, deductibles and/or account balance at every appointment.
- That you express your concerns, complaints or complements with any of our staff.