



OFFICE POLICIES

- **Prescription Refill Requests.**

Please call your pharmacy and have them fax any prescription refill request to our office. Alternatively you may go to www.endocrinekids.com and complete the Prescription Refill Request. We will make every effort to refill prescriptions within 2 business days. No prescriptions will be filled after hours or on weekends unless absolutely necessary. A \$25.00 fee will be assessed for prescriptions that require filling after regular business hours.

- **Appointment Cancellations.**

A missed appointment not only delays your child's evaluation, but it also takes up an appointment time when another patient could be seen. As a result, our office requires 24-hour notice of a cancellation. There is a \$50.00 cancellation fee when appointments are cancelled within the 24-hour period prior to your child's appointment. We understand that, occasionally, appointments are forgotten. Therefore, an appointment reminder email as well as text reminders will be sent in the days prior to your scheduled visit. If you do not call to cancel your appointment a \$50.00 missed appointment fee will be charged.

- **Showing up Late.**

Out of respect for our patients, we work very hard to stay on schedule. If you are late for your appointment, this limits the amount of time the doctor will have to work with you. At the doctor's discretion you may be asked to reschedule your appointment. If you are running late please call our office to let us know.

- **After-Hours Emergencies.**

In case of an emergency Dr. Bishop is available after hours by calling the office phone. This service is provided only for emergency phone calls between 5pm and 8:30am Monday through Friday and all day on weekends. Please refrain from using this service for anything other than an actual emergency.

- **Medical Form Requests.**

We request that you complete, as much as possible, any forms that you are requesting to be completed and signed by your provider, prior to your visit. The form(s) will be reviewed and, if appropriate, completed at your appointment. Forms that are not filled out may require several days to be processed and returned to you.

- **Email.**

In an effort to protect your privacy, we use a secure server for all email communication. In order for our staff to receive email from you or send email to you we must have your email address in our system. Email addresses are used only for the purpose of communication with our office.