



Office Policies/Agreement

Thank you for choosing our practice to serve your healthcare needs. We want to do everything possible to provide you with excellent and efficient medical care. The following policies and guidelines will help us do that.

Appointments/Lateness

It is important that you attend every scheduled appointment so that we can provide you with the best medical care. Please look for your notification of appointment time and location from Phreesia on your phone as a text. New patients should complete their online medical history and consents on the Phreesia application PRIOR to their appointment date. Failure to do so may require your appointment to be longer. **If you arrive late for your appointment** your health care provider will make the decision if they can add you back into the schedule. However, priority will be given to the patients who arrive on time. It may incur a considerable wait time to be seen. If this is not convenient, you will be given the option to reschedule your appointment.

Cancellation/No Show/Missed Appointment

Your appointment time is reserved especially for and appointments for many of our doctors and our midwives fill up very quickly. When you do not arrive, other patients miss being seen in your spot that needs care. You will receive appointment reminders by text and/or phone calls at least 4 times before your appointment. Cancellations and/or changes need to be made at least 1 full business day prior to your appointment time. This can be done on the Phreesia application you were sent for appointment reminders or call 770-860-1133. **Multiple consecutive missed appointments/no shows may result in you being discharged from the practice.**

Uncooperative Patients

Our goal is to accommodate all patients' needs efficiently and timely. Our physicians and staff members will not continue to treat a patient who is uncooperative, refuses to follow treatment plans, misses multiple appointments without notice and presents with demanding or abusive behavior. This behavior could result in being discharged from the practice.

We appreciate your trust in our practice to service your OB/GYN needs. Please let us know if there is anything we can do to make your experience better.