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## Office Policies

In order to provide the best service to all of our patients, we abide by the following office policies:

- If you are late for your appointment or are detained due to referral or insurance issues, you may be asked to reschedule. Those patients that are not seen at their scheduled appointment time due to referral or insurance issues, may, if possible, be placed in the next rotation.
- We call patients back to the exam rooms based on their scheduled appointment time, not their time of arrival.
- Although it is our goal to run on time, it is not always possible. If you can no longer wait to be seen, please stop at the front desk so that we may reschedule you at another time. We are truly sorry for any inconvenience that this may cause you.
- If you are not the patient scheduled for today's appointment, we regret to inform you that for medical, legal and ethical reasons, we cannot provide you with any medical advice. If you would like to schedule an appointment to be seen, please stop at the front desk to schedule. This protects the patient as well as the doctor.
- If you require a school/work release for your appointment, please notify the staff before you leave the exam room. School and/or work releases will not be altered once issued. Time off will be determined by the doctor at the time of visit.
- If you require a 90 day supply of medication (for mail in) please notify the staff at each visit. Keep in mind that some medications are not available in 90 day supply per doctor's orders. Also, some medications may last 90 days as written and will not be written for more.
- Dr. Adriana Ros prides herself on providing the best treatment and care for her patients and will prescribe the medication that she deems most appropriate to treat your condition. If cost is an issue for you, or your insurance company requires that you get generic medication, please make this known at each visit.
- If you would like to request a copy of your medical records, you will need to fill out a HIPAA form in order for our office to provide you with your records. This form must be filled out in its entirety and signed by the patient or legal guardian. Please keep in mind that our office must sign off and review this form before the records can be released. Also there will be a \$1.00 charge per page. According to HIPAA guidelines, our office has at least 30 days to respond to your request so you may not receive your copies immediately.
- If you are a parent accompanying a minor that may come to future visits without you, please notify the staff that you would like to sign a Minor Consent Form so that we may treat the minor in your absence.
- If you are a patient who is soon to be 18 years old and your parents will continue to be involved with your care, please notify the front desk so that we can fill out a new Patient Information sheet giving the office permission to talk to your parents, or request that the office not talk you to your parents about your care.