



PRACTICE GUIDELINES

DCNMS follows a number of guidelines in our day-to-day practice which dictate how we address the needs of our patients. These include the following:

- You are responsible for knowing which laboratory your insurance carrier allows us to utilize for pathology. We will attempt to use one in-network but cannot guarantee network status of labs.
- Please allow us up to 10 days to contact you regarding lab/test results. If you have not heard from us after 10 days, contact our office. Don't assume no news is good news.
- Routine medication refills are called in only during office hours. We do not refill prescriptions after hours or on weekends. When calling for a prescription, please have the phone number to your pharmacy.
- If you have a question for your provider, we will return your call as soon as possible. Priority is given to emergencies and scheduled patients in the office. At the time of your call, please let us know if you will be unavailable at a certain time.
- Physician excuses for days missed from employment or school are written only for the day you are seen in our office. Potentially, additional days needed for recovery can be added depending on the condition and severity. We are unable to write excuses for illnesses not evaluated in our office.
- DCNMS requires a 24-hour cancellation notice for any scheduled medical appointment or surgery/procedure.
- No shows and cancellations without a 24-hour notice may receive a \$25.00 charge for missed office visits and a \$150.00 charge for missed surgeries or cosmetic procedures. This charge will be the patient's responsibility and will not be billed to or reimbursed by your insurance.
- There is a minimum fee of \$10.00 for the release of medical records which is the responsibility of the patient to pay prior to receiving the records. For records that exceed twenty (20) pages, there may be an additional charge of \$1.00 per page for all pages exceeding the first twenty (20) pages.
- A \$10.00 fee will be charged to complete each set of FMLA and standard disability.
- It is the policy of DCNMS to collect all patient balances, co-pays, and deposits due from patients at the time of service.