1. Co-pays are **due** at the time of service.

2. You **are responsible** for what insurance, including Medicare and Medicaid, does **not** cover from your visit, including (but not limited to): lab work, x-rays, and anything requiring a separate charge.

3. If you have an overdue balance **greater than $250**, you will need to pay an office visit fee at the time of service.

4. Schedule 2 medications are required by law to be seen every three months. If your balance is $250 or more, you will need to prepay for an office visit, lab work or other services in cash or debit and credit cards, but **no checks**.

5. No-Calls/No-Show

* 2nd No-Show/No-Call: **You will** receive a phone call and a letter.
* 3rd No-Show/No-Call: **You will** receive a letter and will be considered for **possible termination** from the clinic by the provider's discretion.

6. We always welcome walk-ins, however if you are in a hurry or would like to cut down wait time, we **strongly recommend** making an appointment first.

7. If you are **more than** 20 minutes late, you may be asked to:

* See another provider
* Reschedule (at the provider's discretion)

8. Please be **kind and courteous** to the staff and others around you, including use of phone calls, conversations, and personal space.

9. A **$40 return fee** on non-sufficient funds (NSF) checks will be added to your account.

10. Please fill out all forms and documentation to the best of your knowledge and ability. If you need **assistance** from the staff at any point, please feel free to ask.