



## OFFICE POLICIES

- Due to OSHA regulations, no food or drink are allowed in the office in the patient care areas or the lobby
- Due to our contract with your insurance company, we are unable to bill for co-pays. All co-pays will be collected at the time of service.
- There will be a \$10 charge for filling out FMLA papers, writing letters, any work papers. This charge is not billable to insurance and will need to be paid prior to picking up your papers.
- There will be a \$25 charge for all returned checks.
- Please bring your insurance card to each visit. We will need to keep a current copy on file at all times.
- To make the best use of your time spent with the provider, please turn your cell phone off upon entering the office.
- Due to the nature of your visit, if you must bring children to your appointment, please make sure there is someone with you that can watch them in the lobby while you are with the doctor.
- If you must cancel or reschedule an appointment, we ask that you let us know at least 24 hours in advance.
- Out of respect for others, please refrain from the use of profanity in our office.
- We ask that you furnish us with an e-mail address. You can use your e-mail address to access your patient portal through our website ([www.familyhealthassociatestn.com](http://www.familyhealthassociatestn.com)). Through the patient portal, you will be able to schedule appointments, request medication refills and view test results.