

## SUE ROMANICK MD PLLC OFFICE POLICY AGREEMENT

Our mission statement is to deliver the highest possible quality of medical care in an atmosphere of respect between the individual patient and our staff. As part of our ongoing efforts to achieve a high level of satisfaction for all our patients, we list the following office policies for your information:

1. **Medication Refills:** Medication can only be refilled during your visit with our provider. We prescribe enough medication until we feel you need to be seen again in our clinic.
2. **Follow-Up Visits:** If labs, x-rays or other tests are ordered, it is your responsibility to make an appointment to ensure all results are discussed in person. We cannot assume responsibility for patients who do not follow up as recommended or do not follow our recommendation for getting labs or other tests required for monitoring high-risk medications.
3. **Cancellations:** Please kindly provide at least 24 hours' notice if you are unable to make it to your appointment. This will help our office fill your appointment slot. "No-shows" and late cancellations are charged \$150 for both routine follow-ups and physicals.
4. **Co-pays:** We accept cash (exact change only), VISA, MasterCard, and Discover.
5. **Phone Calls:** We can neither accurately diagnose nor treat without seeing a patient in person. We request that you come in to discuss test results as we cannot go into detail over the phone. Our providers are only able to take/return urgent and emergency phone calls due to their schedule. For this reason, we ask you leave any questions or concerns with the front office staff, and the front office staff will call you back after a provider has reviewed your message.
6. **Visit Length:** Please prioritize your issues at the BEGINNING of your visit! You may need to schedule an additional visit to cover additional topics. Please do not "tack on" additional concerns as your appointment is coming to a close, as this can result in long wait times for other patients. A standard follow-up appointment with Dr. Romanick is 15 minutes, and with ARNPs is 30 minutes. A standard new patient appointment with Dr. Romanick is 30 minutes, and with ARNPs is 60 minutes.
7. **Wait Time:** Dr. Romanick may be held up due to phone calls from other physicians, the Emergency Room or urgent hospital consultations. We apologize for any extended wait time. If you have any time constraints, please alert the front desk staff upon checking in for your appointment. Please reschedule your appointment if you are unable to wait any longer. We thank you for your understanding.
8. **Notes or Letters:** Notes or letters requested can only be addressed in person at an appointment. There is an extra charge for requested notes or letters depending on length and complexity of the chart note.

Thank you for the opportunity to serve you!

Dr. Romanick and Staff

**Your signature below signifies that you have read, understand, and will comply with the above office policies.**

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Patient/Legal Guardian Name Printed

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Patient/Legal Guardian Signature

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Date