

HAMLIN EMORY, MD
A Medical Corporation
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Dear Patient,

In order to assure that our office is efficient and so that we can devote less time to administrative matters and focus on patient care, we are reminding everyone of our office policies.

- ? **We expect that each patient will schedule his or her next follow-up assessment within the time interval that is requested by Dr. Emory.** It is best to arrange your next appointment while in our office. Alternatively you can call our scheduling service that operates 24 hours a day every day, including weekends and holidays. Call (310) 277-7711 and press extension "1". Calling at least one week in advance is more likely to enable us to arrange an appointment that is convenient for you.
- ? In order for the doctor to run a legally compliant practice, prescriptions cannot be renewed if the patient is overdue for a follow-up appointment
- ? **Prescription refill requests require two (2) working days to process.** Such requests can't be processed after working hours or on weekends and holidays. To simplify the refill request process, ask your pharmacy to fax us at: (310) 277-7723, or call our main number and press "5".
- ? **Payment for Dr. Emory's medical services is due at the time it is rendered. We require that you provide a credit card number to keep on file in order to reserve your initial appointment. You may use this card or pay by check at the time of each appointment.** Please make a specific arrangement during your next assessment or by calling our main number and pressing "3".
- ? Cancellations made less than 24 hours before a scheduled appointment and no-shows **will result in the patient being billed the cost of the missed appointment.** For EEG appointments 48 hours notice is required.
- ? **Allow extra time for your travel to the office** so that you will arrive on time. Although we will try to accommodate such circumstances, those who arrive late may have to be scheduled for another day. We do not offer parking validation.