



North Shore
Gastroenterology &
Endoscopy Center

OFFICE POLICIES

Welcome to our practice. We would like to familiarize you with our office policies. By entering this practice, you have joined a partnership with our physicians. We will address and treat your gastrointestinal problems. Every effort will be made to educate you about your medical conditions so that recommendations and treatment plans can be made in collaboration with you and your physician. As the patient, you agree to follow treatment recommendations and to inform your doctor when you change the agreed upon plan. Importantly, do not stop, add, or change medications prescribed by our physicians, without notifying your doctor first.

Please call for **prescription refills** during the week, Monday through Friday, before 3:00 PM. All calls for medication refills after that time will be done the following day. If your **insurance** requires a referral or prior authorization it is your responsibility to obtain one from your primary physician at least 48 hours prior to the appointment that you need it for.

Your doctor will make every effort to stay on schedule. Please help us with this by being prompt for your appointment and calling to cancel or reschedule if needed. Occasionally, everyone forgets an appointment; however, after three “**no shows**” without a phone call, we reserve the right to dismiss you from our practice. A quick call is all we need. Please understand that if you are late for your appointment, you may be asked to reschedule. You are encouraged to bring a list of **current medications**, questions, and concerns to your visit. Finally, please understand that it is your responsibility to comply with the ordered tests and follow-up appointments. Failure to do so may jeopardize the outcome of your health problem.

Controlled Substances: Typically, these medications are given on a short-term basis in our practice. Should the need for chronic use arise we will collaborate with other specialists (pain management or psychiatry) to provide you with these medications. This will provide you with the best outcome and the least potential for addiction and abuse. We maintain a “one physician” rule for these medications as well. Seeking these medications from multiple sources will preclude us from providing them to you. Controlled substances will not be called in by the on call physician on weekends, holidays, or after office hours. **THESE POLICIES ARE FOR YOUR PROTECTION AS WELL AS OURS.**

By signing I acknowledge that I have read and understand these policies.

Signature

Date