

## Gallian Medical Group Patient Policies and Procedures

We at Gallian Medical Group pledge to you that we will do our very best to provide the best possible patient care and customer service. We also ask that you abide by our guidelines so that we may continue to offer these services.

1. All patients must arrive in a timely manner. If a patient does not arrive by the appointed time then the appointment will be rescheduled.
2. All new patients must arrive fifteen (15) minutes before their appointed time. Otherwise the appointment must be rescheduled.
3. Gallian Medical requires twenty four (24) notice of any cancelation or rescheduling of appointments. Failure to do so will result in a fifty (50) dollar charge.
4. Patients that are a “no show” will be charged fifty (50) dollars.
5. Gallian Medical offers the patient portal free of charge. Secure messages may be sent to staff or providers at any time. Messages from patients that request a detailed response from a provider may result in a charge of up to fifty (50) dollars.
6. Please allow up to twenty-four (24) hours for patient portal messages to be returned
7. Gallian Medical offers after hours phone calls for minor emergencies and medical advice only. Please be aware that use of this service may result in a charge of up to fifty (50) dollars.
8. Please allow up to twenty-four (24) hours for phone messages to be returned. Please do not leave more than one message before your message is returned.
9. Verbal abuse of the staff will not be tolerated. This includes yelling, using profane language or threatening language. Actions of this nature will result in immediate dismissal from the practice.
10. All patient copays are to be paid at the time of service.
11. Medications that are prescribed by other current providers or specialists will not be prescribed or refilled by Gallian Medical.

12. Certain controlled substances will not be prescribed by Gallian Medical. These include benzodiazepines (Xanax, Valium), amphetamines, and narcotic pain medications (oxycodone, hydrocodone).