



APPOINTMENT POLICY

- Please arrive **30 minutes prior to the appointment time** on your appointment card. We expect you will be seeing the physician/NP/PA at your appointment time; the 30 minute pre-arrival window allows time for triage, paperwork and pulmonary function testing.
- Our goal is that you will see Dr. Rehberg at least every other visit; however, if you reschedule or no-show to a scheduled follow-up appointment, this rotation may be altered and cannot be guaranteed.
- We will do our best to provide you with an appointment location of your choice; however, depending on your need to see the physician as well as available appointment dates/times and your insurance requirements, this cannot be guaranteed. All **NEW** patient appointments will be held in our Greystone location only.
- We believe in **shared** responsibility in patient healthcare and patient decision-making, and because we are not an urgent care, we expect that you will participate in PREVENTIVE CARE/ SCHEDULED FOLLOW-UP visits.
- We provide same- (business) day (if request occurs early enough to schedule) or next- (business) day SICK VISIT appointments. We take pride in providing continuity of care for your urgent pulmonary/respiratory illnesses.
- We understand that emergencies or last minute issues arise; however, two or more no-shows or cancellations/reschedules with less than 24h notice in a 12-month period will result in either DISCHARGE FROM CLINIC or a requirement for `RE-ENTRY/PREPAYMENT agreement.
- While unexpected wait times can occur, it is our goal that your time from check-in to check-out does not exceed 1 hour 30 min. We are constantly improving our process/flow to make your appointment as timely as possible.

SCHEDULING OUTSIDE TESTS/REFERRALS

- We do our best to schedule tests for you. Often this requires hours of time. We will schedule your test ONCE. After that it is your responsibility to reschedule AND notify us of the change in date/ time so that we can monitor for results. If you change your appointment date/time or location and do not let us know, we have no way to track the results.
- Prior authorization through your insurance has an expiration date. If you do not get your testing done within this window, we will require another clinic visit to reschedule and start the prior authorization over again.