

## OFFICE POLICY

We are happy to have you with our practice and we anticipate that you will have a successful result. We will do everything that we can to be sure that you have the most pleasant and comfortable experience possible.

The following are the rules that this practice lives by and that we are asking that you comply with:

1. **PAYMENT.** Payment for services are arranged on a separate financial arrangement sheet. In order to obtain the best service possible, payments must comply to the financial arrangement that you have agreed to. Failure to pay on time will result in delay in treatment.
2. **CANCELLATIONS.** When making an appointment with this office, a substantial amount of time is reserved for you. We ask that you arrange your schedule in such a way that you are able to make it for every appointment that you have scheduled. Any changes in an appointment with less than a 24-hour notice is considered a “last minute cancellation.” If there is a need for a last-minute cancellation, you will be reminded about this policy by our receptionist. If there is a second cancellation within 24 hours of your scheduled appointment, you may be charged for that appointment. A third last-minute cancellation will be reviewed by the office manager and the doctor and may mean dismissal from this practice.
3. **INSURANCE.** We will be happy to give you all the forms necessary to submit to your insurance company for reimbursement after treatment. We do not file Medicare.
4. **EMERGENCIES.** Since this is a surgical office, occasionally we will run behind schedule due to treating patients’ emergencies. We ask for your understanding in this matter. If you were to have an emergency, we would accommodate you in the same manner.
5. *Please be aware that Dr. Lee Sheldon is **severely** allergic to dogs. We understand if you need to bring a certified service dog for a medically needed condition, but for any other reasons, please refrain from bringing dogs into the practice. For those that need to bring a certified service dog, please let us know before arriving so we can make arrangements for Dr. Sheldon. Thank You.*

We thank you for your understanding as these rules are designed to increase efficiency in our office and, therefore, keep your costs down.

All of us at Dr. Sheldon’s office look forward to bringing you the best of care in the most comfortable environment from start to finish. We look forward to treating you, your friends, and your loved ones.