

## WHEN YOU JOIN OUR FAMILY

Our family has grown and keeps growing. We want to give you the best medical care in town in the kindest, most pleasant atmosphere. But to make it work, there are some “family” rules that have to be followed.

1. We must be notified of cancellation. You wouldn't just not show up for Mom's Sunday dinner, and we expect the same consideration. Not calling tells us you aren't serious about us using this doctor as your physician. In addition, if you are more than **30** minutes late for your appointment, you will have to reschedule. ***Please call if you are going to be late for your appointment.***
2. Those patients on Medicaid **MUST present** their current Medicaid certificate at each visit or reschedule after securing a temporary one.
3. Please do not bring your family and friends with you to your doctor's appointment. Our waiting room is very small. Not only must we reserve seating for those who have actual appointments, but also we do not want healthy people to be exposed to illness. When this cannot be arranged, we suggest you allow them to play outside our office under the supervision of an adult.
4. The waiting room is a room for patients to wait in. Have consideration for feeling and comfort of others. The waiting room is not a place to play loud games with your children or visit loudly with other patients or friend.
5. ***There is no eating or drinking allowed in the doctor's office.*** You may enjoy your food outside where we will come to get you when it is your turn to be seen.
6. The magazines and books have been placed in the waiting room for your enjoyment. Please do not allow your children to throw them, stick gum on them or tear pages.
7. Dr. Alcalen's staff promises to treat you with courtesy and respect. In return, you must treat them with courtesy and respect.
8. When you are ill, injured or regulating a health problem, keeping clean and well groomed will aid your body in restoring itself. Remember how much better you felt as a sick child when you mother bathed you and dressed you in clean pajamas? We encourage you to take part in your health this way.
9. All appointments that need to be rescheduled must be done at least 24 hours prior to your appointment time. This allows us to give someone else the opportunity to come in if needed. ***If you do not call 24 hours in advance there will be a charge \$25.00 no show or cancellation fee to be paid to this office.***
10. If you cannot adhere to the “family” rules, you will be asked to leave, and the patient-doctor relationship will be terminated.

\*\*\*I have read the office conduct expectations and agree to uphold this conduct.

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Name

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Date