

# PATIENT EXPECTATIONS POLICY

Healics and RosenCare are committed to providing patient-centered care while maintaining an environment that promotes comfort, well-being and mutual respect. In return, we ask all patients to review, sign and follow the **Patient Expectation Policy**, which promotes mutually respectful conduct and ensures that all patients and visitors receive the care they deserve.

## PATIENT EXPECTATIONS

- I will contact the health center if scheduling conflicts occur and will be unable to arrive at my scheduled appointment time. I understand that if I am more than 15 minutes late, I may have to reschedule my appointment, depending on the patient load on that specific day.
- I understand that canceling an appointment less than 24-hours in advance will be considered a "Late Cancel." Some Healics health center locations may charge a late fee or suspend scheduling privileges for Late Cancels and/or Missed Appointments.
- While we strive to accommodate same-day appointments when the schedule permits, I understand that the health center may not be able to accommodate a walk-in appointment. Healics encourages all patients to call ahead if there is an urgent need for an appointment; we will do our best to schedule you for our next available opening.
- It is my responsibility to contact the health center two weeks prior to running out of medication if a refill is necessary.
- I understand that the health center cannot refill my medications "on the spot"; Refill requests may take 2-3 business days to be processed, and up to 5 business days if the medication is dispensed on-site depending on inventory stock.
- I will provide the health center with the most updated contact information when necessary (ex. phone numbers, email, address).
- I will refrain from using my mobile phone in the exam room and during my appointment.
- I will treat other patients and health center staff with courtesy and respect. I understand that impolite and disruptive behavior will not be tolerated and may result in suspension of health center services.
- COVID-19: I understand that health center policies are in place to help reduce the spread of COVID-19 and must be followed for my safety, the safety of other patients, and the safety of clinical staff. These policies include, but are not limited to, social distancing, wearing masks, scheduling adjustments, and screening questionnaires.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_