

Re: Patient Expectations Agreement

We are looking forward to working with you and providing the best possible care for your health needs. At **Marlboro Internal Medicine**, our goal is to offer compassionate, professional, and effective healthcare to all our patients in a safe and respectful environment. In order to ensure that we can maintain a positive and productive relationship, we ask that all patients follow the guidelines outlined below.

1. Respectful Communication

We ask that all communication with our team, whether in-person or through other channels (such as phone, patient portal or email), remains respectful at all times. Abusive language, threats, or inappropriate behavior towards any member of our staff will not be tolerated. We believe that a cooperative and respectful dialogue is essential to providing the best care.

2. Use of On-Call System

Our practice offers an after-hours on-call system to help address urgent medical needs outside of normal office hours. We kindly request that you use this service appropriately and follow the established guidelines for contacting our team during off-hours. Excessive or inappropriate use of the on-call system may result in a review of our ability to provide ongoing care.

3. Appointment Scheduling and Cancellation Policy

We understand that life can sometimes make it difficult to keep appointments. However, we ask that you give us at least **[24 or 48 hours]** notice if you need to cancel or reschedule an appointment. Frequent cancellations or missed appointments may result in a review of our ability to continue providing care.

4. Office Hours and Timeliness

Our office hours are as follows:

- **Monday, Tuesday, Thursday:** 7:30 AM – 5:00 PM
- **Wednesday, Friday:** 7:30 AM – 3:30 PM



We ask that you arrive on time for all scheduled appointments to ensure we can provide the best care in a timely manner. If you are running late or unable to make your appointment, please inform our office as soon as possible. Repeated lateness or failure to show up for scheduled appointments may result in review of our ongoing care relationship.

5. Payment and Insurance Policy

Our practice requires that all payments, including co-pays or fees for services, be made at the time of the appointment unless other arrangements have been made in advance. If you have any insurance-related questions or need assistance with billing, our staff is happy to help. Failure to comply with payment policies may result in suspension of care until outstanding balances are resolved.

6. Medication Refills

Medication refills should be requested during your visits, or at least **[48 or 72 hours]** in advance of running out, during office hours. We do not fulfill prescription refills after hours unless there is an emergency. Please ensure you request refills in a timely manner to avoid any gaps in your treatment.

7. Respect for All Patients and Staff

We ask that you treat all members of our staff and other patients with respect and courtesy. Disrespectful behavior, such as harassment or disruptive conduct, will not be tolerated and may result in dismissal from our practice.

8. Communication Protocol

We encourage you to use the following channels for communication:

- Non-urgent questions or concerns can be messaged through patient portal, emailed or left via voicemail, if staff is busy on the other line.
- For urgent matters, please call the office directly during business hours.
- Please note that our team may take up to **[24 hours]** to respond to non-urgent inquiries, and we kindly ask that you refrain from frequent follow-up inquiries, as this delays care for all our patients.

9. Obtaining and Sharing Previous Medical Records

In order to provide you with the most effective and personalized care, it's important that we have access to your complete medical history, including any records from previous



providers, hospitals, or specialists. We strongly encourage all patients to request and provide these records as soon as possible.

Please note that you are responsible for obtaining and forwarding your medical records to our office in a timely manner. If you encounter any issues with this process, our team is happy to assist you in contacting previous healthcare providers. However, delays in obtaining these records may affect the timely start of your treatment plan.

We ask that you make every effort to ensure that all relevant records are provided before your first visit.

Why This Is Important

Having access to your complete medical records allows us to:

- Review your past treatments, diagnoses, and medications.
- Ensure we avoid any potential drug interactions or conflicts in care.
- Provide more informed and accurate recommendations tailored to your health history.

If there are any barriers to obtaining these records (e.g., difficulty reaching prior providers, long wait times, etc.), please let us know so that we can work together to address the issue.

10. Commitment to Working Together

We value the opportunity to work with you on your health journey. Please know that our team is here to support you and address any concerns you may have. We ask for your understanding and cooperation in maintaining a positive, professional relationship, so that we can provide you with the best care possible.

By signing below, you acknowledge that you have read and understood these expectations and agree to adhere to them moving forward. If you have any questions or concerns, please do not hesitate to reach out to us. We are happy to assist you.

Thank you for your cooperation, and we look forward to working with you.

Marlboro Internal Medicine

Acknowledgment of Receipt and Understanding:

I, _____, acknowledge that I have received and read the "Patient Expectations Agreement" from **Marlboro Internal Medicine**. I understand and agree to comply with the guidelines and expectations outlined in this letter.



Signature:

Date: