



OFFICE POLICY

To Our Patients and Patient Guest:

Gwinnett OB/GYN Associates is pleased to accept patients who have requested our services. We would like our patients to know that we respect their need for a safe, friendly, and caring environment in which to receive care. Our providers and office staff will take the steps, when necessary, to ensure that all visitors to our practice are prevented from experiencing any abusive or offensive behavior while visiting our office. We expect everyone at our practice, this includes: our providers, staff, patients, and any other visitors, to behave in a civil, courteous and respectful manner.

We do reserve the right to discontinue services to patients who are not compatible with our providers or members of our staff. Our office considers the following behaviors to be incompatible with our practice:

- Unwilling to follow medical recommendations or treatment plans.
- Unwilling to schedule recommended follow up visits or tests as prescribed by our providers.
- Repeatedly missing scheduled appointments, without proper notice of cancelation.
- Vulgar or abusive speech toward our providers, staff, or other guest at our office.
- Abuse of our facility, equipment, or supplies.
- Threatening behavior of any kind towards our providers, staff, or other guest at our office.
- Wandering the clinical areas unescorted or otherwise violating patients' privacy rights as outlined under HIPAA.
- Disrespect for the needs of other patients visiting our office.

Our office does require 24 hour notice of cancelation. If we are not notified at least 24 hours prior to your appointment that you are not coming in, a \$25.00 fee will be added to your account balance. Also, if you have a scheduled appointment and do not show up for that appointment, you will be charged a \$25.00 no-show fee. In situations in which you are hospitalized for delivery or other medical complications, we will be notified of this by Eastside Medical Center and those charges will not be applied.

While the great majority of our patients and guests do not fall into any of these categories, we are required to advise all of our patients of our office policies. Our providers feel that to provide our patients with the best medical care, it takes active participation from both the provider as well as the patient. Once again we would like to thank you for choosing us in your obstetric and gynecologic care.

Sincerely,

The Providers of Gwinnett OB/GYN Associates

I have read and agree with this Office Policy: _____

Date: _____