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PRACTICE POLICIES AND GUIDELINES AGREEMENT

Welcome! We are so glad that you have decided to become a part of our practice. Our goal is to provide you with excellent healthcare in a friendly and compassionate environment. Please take a moment to become familiar with our office's policies and guidelines, then sign the acknowledgement at the bottom of this page and return it to our office. Our treatment relationship is a partnership and we look forward to helping you achieve the best health outcomes possible.

First Time Visit: Please arrive at least 10 – 15 minutes prior to your appointment time. A nurse will go over your past medical history. Please bring all of your medications in their original containers. If you have co-pay or have not yet met your deductible, please be prepared to pay it when you check in at the front desk. Payment is due at the time of service.

Follow-Up Visits: Please arrive 5 – 10 minutes before your scheduled appointment time. It is our goal for you to be ready to see your physician on time. Notify us if you have any changes in your insurance or contact information. Please make us aware of any significant updates in your medical history, such as hospital or urgent care visits, and any changes in your medications by another healthcare provider.

Follow-up Care: Your treatment plan may involve follow-up care. As such, we may schedule you for diagnostic tests, follow-up appointments with us or other providers. If you do not keep the appointment, it is important that you contact us to discuss alternatives. Likewise, if you decide to seek care from another provider, please let us know. It is our policy to inform you of test results, however, if you have not received your test results within the expected time, please contact our office.

Late Arrivals: We all run late sometimes. In the event that you are late for your appointment, we will try our best to work you back in to the schedule. Depending on how busy we are, you may be required to reschedule your appointment.

Appointment Cancellations: We understand that sometimes plans change. We ask that you reschedule appointments *at least* 24 hours in advance so that we may give that time to someone else. Although unexpected events may necessitate missing an appointment, if you miss 1 appointment without following the cancellation protocol then you will be charged \$25.00. If



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you miss 3 appointments without following the cancellation protocol, you may be dismissed from the practice. You will receive a written notification after 2 missed appointments.

Sick Visits: Established patients who need acute care should call as early in the day as possible so that we can accommodate you. Patients are seen by appointment only. Depending on the availability of your physician, you may be asked to see another provider.

After Clinic Hours and Weekends: You may reach the on-call physician by calling 770-972-0330 and our after-hour service center will assist you in reaching the on-call physician.

Bringing Children to your Appointment: For safety reasons, children under 5 years of age must be supervised at all times while in our office. There are areas of our office such as the lab and procedure rooms where safety standards apply and we are unable to allow children to accompany you without another supervising adult. Please plan ahead.

We respectfully request that you turn off or silence your cell phone during your office visit.

I have read and understand the above office policies and agree to abide by them.

Name

Date