

OFFICE POLICY

It is the desire of our practice to accommodate your needs; however, it is important for the patient to follow some guidelines in order to maintain the level of care that we wish to provide. While we will strive to find a date that suits your schedule, we ask that you work with the office staff on scheduling your surgery or appointment. **Please do not ask Dr. Hardy about available surgery dates, as he is not familiar with the changes in his schedule and cannot quote you a particular date or time frame. We request that you not discuss fees of any procedure; Dr Hardy does not know the exact cost of each procedure. Please see the front desk regarding all fees.**

If preauthorization is needed from your insurance company, i.e.: breast reduction or breast reconstruction, we cannot reserve time on the surgery schedule until the preauthorization has been approved. NWPSA will dictate a request for preauthorization to the insurance company on your behalf in a timely fashion. After he has done this, it is your responsibility to follow up with your insurance company and provide them with additional information, if requested. Please let us know when the preauthorization had been granted and we will gladly schedule your surgery.

When your surgery is scheduled, please keep the entire day open, as we may need to change the time of your surgery. It is necessary to keep his schedule fluid. Dr. Hardy is a trauma & reconstructive surgeon, as well as a cosmetic surgeon. Due to this; trauma, cancer and emergency surgeries will always take precedence over any other surgery or appointment. Although rare, your appointment/surgery can be rescheduled up to the last minute, due to emergencies. In this event, we will contact you with any changes and make every effort to reschedule you as soon as possible.

Recovery from surgery can be uncomfortable; however, most patients do not require more than one refill on their post-operative pain medication. Dr. Hardy reserves the right to switch you to non-narcotic pain medication at such time that narcotics are no longer necessary.

It is our office policy to refill medications during office hours only. **IF YOU CALL IN THE EVENING OR ON THE WEEKEND FOR PAIN MEDICATION THE ANSWERING SERVICE WILL NOT FORWARD YOUR CALLS TO DR. HARDY.** We are required to keep accurate records of all medications prescribed to stay within state and federal laws and prescribing guidelines. Therefore, **WHEN YOU NOTICE YOU HAVE ONLY THREE DAYS REMAINING**, please call your pharmacist with your prescription number, which can be found on the label. If you need another refill, the pharmacist will contact us. **WE WILL NEED 3 WORKING DAYS TO REFILL YOUR PRESCRIPTION IN A TIMELY MANNER.** If you have problems or questions regarding your medications, please call our office directly.

The office has made available the **HIPAA** privacy information. I have read and understand the uses and disclosures of my health information.

I have reviewed this scheduling policy and understand the conditions within.

SIGN _____ DATE _____