



**TAHOE FOREST
MULTISPECIALTY CLINICS**

TO OUR PATIENTS:

The following policies are to ensure good service to you, our patients. Please read them carefully and acknowledge with your signature.

1. Prescription Medication Refill Policy

Our office has a 48-hour refill policy from the time you request the prescription.

- Please request your medications at the time of your visit.
- Adequate refills will be provided to last until your next office visit.
- The Incline Village Health Clinic provider will determine the appropriate interval for your follow-up.
- Controlled medications require an appointment every 3 months in order to receive refills.
- You will need to call to schedule an appointment when you are on your last refill.
- Due to our high volume of phone calls, we appreciate only one medication request from either you or the pharmacy.

2. Broken Appointment Policy

Patients who do not show for a scheduled appointment, cancel on the same day of a scheduled appointment, or fail to make a required callback, represent a disruption to operations.

Broken appointment – Less than 24-hour notice, “no show”, or failure to make required callback.

Based on the discretion of the physician, patients who break their scheduled appointment will receive a letter by mail. Please note that scheduling privileges may be limited should you wish to schedule an upcoming appointment.

I, (print name) _____, have read and understand the Medication Refill Policy, and Broken Appointment Policy.

SIGNATURE OF PATIENT OR LEGAL GUARDIAN _____ DATE _____