



Office Policies

We strive to provide you with the utmost professionalism and excellence of service for personalized care. Our commitment to your well-being is something that we take seriously.

To that, as of January 1, 2011, the following NEW policies will be in effect:

1. All appointments not canceled 24 business hours (1 business day) prior to the scheduled appointment or missed appointments, will be assessed a \$35 late fee for each occurrence.

With the exception of serious emergencies, it is expected that you keep all your appointments. If you need to re-schedule an appointment, we require 24 hours (1 business day) notice. In such a case, please call our office (909) 748-6065, and arrange for a make-up appointment with our receptionist. If no receptionist is available, leave a message on our voicemail and we will consider that timely notice as long as it is before the next business day so we can make arrangements for other patients who need to be seen.

Your insurance will not cover this charge, and you will be billed directly. In instances of repeated non-compliance with your scheduled visits, we also reserve the right to discontinue care due to inconsistent attendance.

2. Patients will **ONLY** be allowed one (1) guest to accompany them to an appointment.
3. Children between the age of 3 months and 10 years old will **NOT** be allowed in the office. This is not only for the safety of you the patient, but for the safety of the children as well.

Thank you for your understanding.

Samir E. Hage, D.O.,
Redlands Obstetrics and Gynecology Associates

I have read and understand this policy, and received a copy for my records:

Name

Signature

Date