

SWEDISH PAIN SERVICES (SPS)  
**Patient Clinic Policy**

Arriving on time for your scheduled appointment is important in addressing your pain management needs. Notify SPS as soon as you know you will need to be changing your appointment. A minimum of 24 hours prior to your scheduled appointment is requested.

- **Cancellations/Rescheduling:** If you are a new or established patient to SPS and need to cancel or reschedule your appointments, you are asked to contact the office as soon as possible, with no less than 24 hours notice. If you fail to do so you may be subject to discharge from the practice.
- **No Show/Late Cancellations:** ‘No Show’s’ for any scheduled visits or late cancellations (less than 24 hours notice) may be subject to discharge from the practice.
- **Check in Time:** Follow up visits require arrival 15 minutes prior to appointment time. New patients require arrival 20 minutes prior to their visit time **if** paperwork and questionnaires are completed. If you have not filled out paperwork, you will need to check in 30 minutes prior to your visit time.
- **Late Patients:** If you are more than 10 minutes late for your appointment, you will be rescheduled (*i.e. arrive 9:11am for 9:00am appointment*)
- **Follow Up Appointment Scheduling:** All patients are asked to schedule follow up visits recommended by your provider before you leave the office. Due to higher call volumes and our priority to address more emergent medical needs we are no longer able to accommodate routine appointment scheduling over the phone.
- **Medication Refills:**
  - SPS will not provide e-prescribed, written or call in prescriptions after a missed or cancelled appointment
  - SPS will not routinely provide early refills for going out of town.
  - SPS will not provide refills if your follow up appointments are not scheduled.
  - Prescriptions will not be mailed to patients

I acknowledge that I have read and understand the above conditions for care

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_