



Policies and Procedures

- **Appointments** – Our best efforts will be made to satisfy patient requests for an appointment to see a specific doctor. Patients will be scheduled with the doctor that they have requested unless that doctor is out of town or the problem is of an emergent nature. If the first offered appointment is not satisfactory, then further efforts can be made to find a more timely appointment for your urgent condition. If you come referred by another physician, the same rules apply. At Performance Orthopedics we will do all we can to accommodate patient requests.
- **Timeliness** – While we respect the patient's time as much as our own, attempts are made to run close to time. We, unfortunately, have no control over many factors that determine our ability to honor appointment times. We place greater value on giving our patients the time they deserve rather than running exactly on time and short- changing patients on matters of education. We feel that our patients deserve complete explanations of their problems as well as treatment options. If you find that we are running behind schedule at check in, then please reschedule your appointment to avoid frustration. We will do all we can to accommodate rescheduling requests. If time of day and being seen promptly is most important then let us know and we can make sure that your appointment will be first of the morning or afternoon session. This may, of course, mean waiting longer for that appointment slot. If your problem is such that you cannot wait that long, then we suggest last of the day appointments (being seen on time is less predictable but you will be seen on the day that you requested).
- **Treating minors**- any patient under the age of 18 will need to have a parent or legal guardian present. Someone other than the minor needs to sign authorization for treatment and acceptance of the financial terms of the office. If anyone other than the legal guardian accompanies the minor patient to his/her appointment then they would need to have written authorization from the guarantor or legal guardian prior to any treatment.
- **Privacy Policy**- Performance Orthopedics is compliant with and follows a strict privacy policy in an attempt to protect your private and personal health information. A copy of our complete policy is posted in our waiting room. All new patients should be supplied with a copy of that policy. If not provided automatically, we will provide you with the complete policy upon request.

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"At Performance Orthopedics it's all about You at your Peak Performance"
www.performanceorthopedics.com