

**AESTHETIC MEDICAL ASSOCIATES
PATIENT OFFICE POLICY
Effective November 1, 2008**

Providing good patient care to achieve wellness is the ultimate goal of this practice. We will do our best to provide you with excellent service. To better serve you and provide continuity of care, below please find office hours and the patient policy of this practice.

Scheduled office hours:

M 9-5p.m.

T 9-5p.m.

W 1-5p.m.

Th 11-7p.m.

F 9-3p.m.

S 9-1p.m. (1st Saturday of the month)

1. **NO** requests for current prescription refills will be taken by staff or Dr. Hollie outside normal business hours. **DO NOT leave a prescription request on the exchange number of 314-560-4853, that line is reserved for EMERGENCIES ONLY AND FOR ADMITTING PATIENTS TO THE HOSPITAL.** Please call the pharmacy for refill requests.

2. **If you are experiencing an emergency or life threatening illness call 911 or proceed to the nearest ER. The admitting hospital will contact Dr. Hollie immediately.**

3. Inappropriate use of the exchange number will result in a \$25.00 charge billed directly to the patient. Continued abuse of the exchange will result in dismissal from the practice. Dismissal will be determined by Dr. Hollie and staff after evaluation of the number of calls above reason or if it is deemed that calls were not an emergency in nature and could have been handled during office hours.
4. Copay/payment for service is expected at the time of the office visit.
5. Narcotics and controlled substances will only be prescribed if clinically necessary and only for acute issues. This office **does not fill narcotics or controlled substances for chronic or ongoing medical needs.** These cases will be immediately referred to the Pain Management Clinic for further evaluation and treatment.
6. In order to provide the best medical care for the patient and in the interest of respecting the valuable time for the patient and Dr. Hollie, the following office protocol has been established:

All messages/calls will be directed to the registrar or medical assistant for review by Dr. Hollie. Return calls will be made by Dr. Hollie's medical assistant at a designated time on a daily basis. Return calls will not be made by Dr. Hollie during normal business hours as this is disruptive to patient care.