

Office Policies

Cancellations and Missed Appointments

Dr. Tortland is committed to spending enough time with you to listen to your history and perform a thorough physical exam. We have a very strict cancellation / confirmation policy: **30-day cancellation / confirmation policy for new patients, 14-day prior cancellation for follow ups / diagnostic injections; and a 30-day cancellation / confirmation policy for all procedures. All patients must respond with confirmation or cancellation 30 days in advance, otherwise the appointment will be removed.** Because of our commitment to patients of quality care, it has become necessary for us to charge for MISSED VISITS (NO SHOWS), meaning late cancellation / no-show.

- New patient Late Cancellations / No Shows will be charged \$300.00. Existing patients missing an office visit will be charged \$150.00.
- Procedure Late Cancellations / No Shows will be charged HALF of the scheduled procedure cost.
- New patients who miss two consecutive initial office visits, or established patients who miss three scheduled appointments, without the favor of notifying our office at least 30 days in advance each time, will be dismissed from the practice.
- **Please note, although we do not like to turn our patients away, if you arrive later than more than 10 minutes past your scheduled appointment, you will not be able to be seen and will need to reschedule your appointment.**

Fees, Payments, and Insurance

WE DO NOT ACCEPT ANY INSURANCE, INCLUDING MEDICARE PLANS.

Our fees and charges are based on the cost of doing business. Unless prior arrangements are made otherwise, payment is expected at the time service is rendered. **A credit card is required to be on file for all patients. If an account balance has been unpaid for at least 60 days after date of service, the credit card will be charged to pay off the current account balance.** In addition, supplies such as braces, orthotics, and nutritional supplements typically are not covered by insurance. We will be happy to arrange prior payment options for you, if needed.

Prescriptions and Refills

We will be happy to refill any prescriptions that have been originally provided by our office. We can phone prescription refills directly to your pharmacy during normal business hours. **Prescriptions will not be refilled during nights or weekends --** please anticipate your medication needs and make arrangements for refills according to the following schedule:

M, T, W, Th 8:00 am – 3:00 pm
Friday 8:00 am – 12:00 pm.

Daytime and After-Hours Phone Calls

During business hours, our clinical team will attempt to return patient phone calls either during the lunch hour or at the end of the day. After hours, emergency phone calls will be returned by the doctor on call that week, usually within 15 minutes. The on-call number is 860.430.2821 option #6. This is for urgent matters ONLY. If you have an urgent problem, we will attempt to see you as soon as possible during normal business hours, although we are not an emergency-based practice.

Additional Policies (Consent Waiver)

With my consent, New England Stem Cell Institute may call my home or other designated location and leave a message on voice mail or in person, or may mail or email to my home or other designated location any items that assist in carrying out treatment, payment and health care operations, such as appointments reminders, insurance items and any call pertaining to my clinical care, including laboratory results, among others.

I, the undersigned, understand, have read and agree to the above Office Policies.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** ____/____/____