



MSA Patient Policies

- Your **Co Pay MUST** be paid at the time of your visit. We do not bill for co pays.
- As of January 1, 2009 there will be no refills called in after business hours. We ask that you make your doctor aware of any refills needed at the time of your appointment. If refills are needed in between appointments **please call your pharmacy and ask them to fax us a refill request.** It may take up to **48 hours** from the time of your request.
- All patients must read & sign our MSA Pain & Narcotic Prescribing Policy. **NO EXCEPTIONS.** We will not treat any patient that has not signed this agreement.
- Please allow **7 days** for form(s) that you bring into the office to be filled out. There will be a **\$15.00 charge** for **EACH** form.
- To better serve our patients, **MSA** has partnered with **BACTES** to provide medical records upon request. To initiate your request for a copy of medical records, please complete an [Authorization for Disclosure of Health Information form](#).
- Please allow **24 hours** when requesting films/discs of any kind. (Examples: MRI, CT, DEXA, XRAYs) These will be put on a disc and there is a \$5.00 charge per disc.
- Please understand that your time with your provider is an extremely important time for you and the provider. We ask that you **turn your cell phone off** as soon as an assistant calls your name to go back to see your provider.
- **Absolutely no** photographs or videotaping allowed.
- In the interest of providing our patients a safe & comfortable environment firearms are prohibited in our building, regardless if you have a permit to carry one.

*****We do not permit firearms in our facility*****

I have read and understand the MSA Patient Policies

Signed by: _____ Date: _____

*****Please don't forget to sign on the line above*****