

Practice Happiness Office Policies

***Scope of Care**

I understand that Dr. Drake is not a primary care doctor and does not provide primary care or general gynecology services. You should maintain an active relationship with a primary care provider and/or gynecologist in order to insure that those needs are met. Dr. Drake does not admit to any hospital or perform any consultations within any healthcare facility.

***Phone Policy:**

For any urgent or emergency needs not related to your procedure please call your Primary Care physician or call 911. For urgent issues related to your procedure please call (281) 402-3268 and have Dr. Drake paged. Please note that Dr. Drake and staff cannot provide any clinical/medical advice to individuals who are not patients of the practice.

Dr. Drake does not use prescription drugs for treatment of her patients.

Any prescription medications prescribed by another physician will not be filled by Dr. Drake. These should also not be discontinued without first discussing with the prescribing physician and fully understanding the risks and benefits of such an action.

***Fragrance/Smoke policy:**

Please refrain from smoking prior to your appointment or using any strong fragrances, colognes, body wash, or hair products with strong scents. This

includes any family members that may accompany you to the visit. Many of our patients have chemical sensitivities and allergies.

*** Scheduling/Payment Policies**

Please arrive 15 minutes prior to your appointment time to ensure that you have adequate time for your appointment. This allows us to see all our patients in a timely matter. If you are more than 15 minutes late for your appointment, you may be asked to reschedule your appointment. To avoid a late cancellation fee of \$100.00, we require a 24 hour notice for appointment cancellations. On the second late cancellations or no-show appointment we will charge a fee of \$250.00. On the third and all other subsequent late cancellations or no-show appointment we will charge a fee for the amount of a procedure (\$1200).

*** Procedures**

For best results we strongly encourage our patients to adhere to the treatment regiment recommended, and delaying treatments produces suboptimal results.

Therefore, all purchased procedures must be used within six (6) months of the date of purchase. No refunds will be given for procedures not used, and credit towards future procedures will not be given. Please schedule your procedures in a timely manner.