



## **OFFICE POLICIES AND PATIENT EXPECTATIONS**

We are very thankful for your choice to work with us on your health and wellness journey. Healthcare can be very challenging, and we want you to know that we are committed to giving you the best-personalized care in the industry!

We want to give every patient the time and energy they deserve. That means that sometimes we may run behind, or need to take more time on the phone answering questions or addressing patient concerns. We want every single patient to feel respected and heard. I truly believe I have THE BEST staff in the business! I kindly ask that in return, you all please be kind and respectful to the staff. They are working hard to take care of each and every one of you and I can't do it without them (or you)!

The following are BBMD policies on visits, medications, refills, etc:

1. Any patient receiving long-term or controlled medications from us - high blood pressure meds, ADD medication needs to be seen a minimum EVERY 3 MONTHS
2. Patients in ACTIVE weight loss need to be seen at a minimum of EVERY 6 WEEKS. This is especially true for any patient on weight loss injections such as Semaglutide/Ozempic and Tirzepatide/Mounjaro

To receive refills, you MUST follow these policies and have your appointment scheduled and be seen. If you no-show the appointment, we cannot refill your medications for the entire script until you are seen. Due to our busy schedules, we recommend you schedule your future visits at the end of every office visit. Please understand that this is for everyone's safety and protection. I have personally approved these policies, and ask that you please follow them to the best of your ability (and yes, of course, we understand illness, injury, etc).

THANK YOU!

Dr. Christy