



Surgical Weight Loss Center

Owensboro Health Regional Hospital
Surgical Weight Loss Center
2235 Mayfair Avenue
Owensboro, KY 42301
270-688-1500 Phone
270-688-1501 Fax

Welcome to Owensboro Health Surgical Weight Loss Center. Thank you for choosing us for your healthcare needs. In an effort to maximize the time your physician spends with you and minimize your wait time, we would like you to arrive 15 minutes early, bring a photo ID, insurance card, and current bottles of medication. In addition, our providers do not treat chronic pain or control pain management.

APPOINTMENT POLICY

In an effort to provide clear understanding of OH Surgical Weight Loss Center’s scheduling practices, the following policy has been put into place to better inform our patients:

Patients are reminded of their appointment with a call or text message from our office one to two days prior to their appointment.

Missed Appointments: If you need to cancel or reschedule your appointment, please contact our office a minimum of 24 hours prior to your scheduled appointment time. As of 7/13/20, the Surgical Weight Loss Center has instituted a No Show/Cancellation/Rescheduling policy which affects appointments **prior to surgery**. Bariatric surgery requires dedication and follow-through on the part of the patient and the provider. We understand that appointment changes are sometimes necessary and we are quite willing to accommodate our patients in as much as possible. However, we must set limits on no-shows, cancellations, and reschedules in order to maximize access to care for patients waiting to be seen. Therefore, the third time any patient no-shows or cancels an appointment, a dismissal letter will be sent due to lack of patient commitment. We will allow up to four reschedules **prior to surgery** before a dismissal letter is sent. The providers at the Surgical Weight Loss Center value their patients and strive to meet their needs. In return, they ask that patients minimize the number of no-shows, cancellations and rescheduled appointments.

Arriving Late: If you are 10 minutes late for your scheduled appointment time, we will attempt to accommodate your needs. However, this is not a guarantee that the physician can see you. You may have to be rescheduled.

Childcare Arrangements: Due to the length of the appointments in our office, we ask that you make childcare arrangements. Please be aware that childcare is available at the HealthPark but is based on availability. To make a reservation, please call the Play Park at (270) 688-4775.

Abusive Patients or Family Members: Patients or family members that are deemed as having an abusive behavior towards our physician, residents, physician assistant, or staff will result in immediate termination from our practice.

By signing below, you are stating you understand our appointment policy, and you agree to abide by the statements listed above.

Patient Name: _____
PRINTED

Date: _____

Patient Name: _____
SIGNED

Date: _____