

**Welcome to the practice**

We are pleased that you have chosen the practice of Dr. Alicia Carter for your care. At our office we will do our very best to provide you with the highest level of care and concierge services.

**Scheduling:** We realize that your time is very important. Appointments may be scheduled by phone or email. We do our best to see all patients within 15 minutes of their scheduled appointment time. We do not “double book” patients, which enables us to minimize wait time and to maximize Dr. Carter's time spent with each patient. We can offer same or next day appointments. All messages will be returned on the same business day. You may also e-mail the staff or Dr. Carter with any non-urgent questions. Dr. Carter is always available for her patients via phone, email or pager.

In return, we ask that you please arrive on time for your appointments. If you are running late, please call the office. Although we will do our best to accommodate you, we may have to reschedule your appointment.

**24 hour cancellation policy:** If you miss or cancel your appointment without advanced notice, it may prevent Dr. Carter from helping other patients in need and will result in a loss of time and expense. In consideration to other patients and to our practice, kindly give at least 24 hour notice if you cannot keep your appointment for any reason. Non-compliance with this policy will result in a late-cancellation fee of \$100-\$200 before scheduling another appointment. We are closed on all major holidays. Any changes or cancellations must be done 24 business hours in advance.

**Financial policies:** The current insurance reimbursement rates for doctors do not allow physicians to spend enough time with their patients. In order to provide the highest level of care, Dr. Carter will only accept certain insurance plans on a case-by-case basis. This allows Dr. Carter to offer 1 hour consultations, same or next-day appointments, and minimal in-office wait time. If we anticipate that you will have an out-of-pocket expense, we will inform you. All fees are expected at the time of your visit.

We look forward to developing a healthy doctor-patient relationship. Please feel free to give us your feedback on how we may improve the services that we provide to you.

**Contact info:**

Dr. Alicia Carter  
Jose Rivera – Medical Assistant/Secretary  
Sasha Davidov – Billing Manager

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**Please DO NOT use e-mail if you have an urgent situation or if you need to cancel/reschedule your appointment.** Although we do our best to keep e-mail from outside sources, we cannot guarantee 100% privacy. If you choose to use e-mail, you accept the possibility that your healthcare information may be compromised. Call the office instead. If you have an URGENT medical situation that occurs AFTER office hours and requires Dr. Carter's immediate attention, you may page her at 800-224-2019.