

**Roger Samawi, D.O. Board Certified Family Practice**  
1045 Atlantic Ave. #1019 Long Beach, CA. 90813

To All Patients:

In order to better service our entire patient population the following office policies have been established. Please read carefully.

- 1) Due to the high volume of patients scheduled on a daily basis, patients are expected to be **ON TIME FOR THERE APPOINTMENTS**. When patients are late, it greatly impacts the care of other patients. Patients will be allowed a **15-MINUTE** grace period; other wise late patients will be rescheduled. If you are acutely ill or need refills on your regular medication please tell the receptionists so that we can take care of the immediate problem until you can be seen.
- 2) If you have a **COPAY, IT MUST BE PAID AT TIME OF VISIT**. Co-pays will be collected before the physician sees you.
- 3) If you are unable to keep your appointment, please call to cancel. During office hours, if all lines are busy, you may leave a message on the recording. Messages are retrieved throughout the day.
- 4) All appointments must be scheduled. Please do not walk in without calling to schedule a same day appointment.
- 5) Due to the high volume of calls we have an answering machine for patients to leave messages. Your call will be returned as soon as possible. Messages may also be left to schedule or cancel appointments. If you call after office hours, the Doctors Exchange service can page the doctor if you have a problem or request.

Thank you for your cooperation. Our goal is to service you to the best of our ability.

Sincerely,  
Roger Samawi, D.O.

I have read and understand the above information.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_