

Pacific Frontier Medical, Inc.
IV Lounge Procedures

As the IV lounge continues to grow and evolve, it has become necessary to formalize processes and procedures to ensure patient safety. Please read and sign this document.

- For patient’s safety, you must have an appointment to be seen in the IV lounge. Walk-ins can no longer be accommodated. Please schedule your IV appointment with the receptionist.
- We will make every effort to keep the appointment schedule on time but please understand that treatment can be complicated, and some patients require more time than others.
- Many patients have light and sound sensitivities. Please silence your cell phones and electronic devices. If you must make or receive a call, please remove yourself from the IV lounge. You may use our balcony or the hallway.
- No video recording or photography is allowed in the IV lounge.
- Please do not bring aromatic food into the lounge. Many patients have food allergies, difficulty with smells and/or have food restrictions. Food can be consumed in the waiting room or on the balcony. NO eating is allowed in the IV lounge or the Private IV room.
- Visitors are welcome but are not allowed to accompany the patient in the IV lounge. Visitors may wait in the waiting room or on the balcony. If the patient is a minor, one parent must accompany the patient. If the patient needs assistance one person may assist the patient.
- Please refrain from using colorful language and/or discussing sensitive topics such as religion, sex, politics. This is not the time of place to do so. We take this policy very seriously. Failure to comply will result in removal from the IV lounge.
- If you show up late for your scheduled procedure, you will have to wait until the nurses are able to fit you in. If the IV lounge is too busy to accommodate you, you will need to reschedule.
- Payment is due at the time of service unless other arrangements have been made prior to the appointment with the practice manager.
- We cannot start any IV’s after 3:00pm.
- If you do not show up to your scheduled IV appointment, there will be a \$35 no show fee.

Note: Patients who miss a scheduled IV appointment or show up more than 1 hour late will be charged an additional administration fee.

I have read the IV Lounge Procedures and understand them.

Print Patient Name: _____ Date: _____

If Minor, Print Parent Name: _____

Signature: _____