Elevate Your Wellness Center

Office Communication & Phone Policy – New Patient Acknowledgment

Welcome to Holistic Sarah P.A. / Elevate Your Wellness Center
We are honored to support you on your wellness journey. To ensure the best care experience for all patients, please review the following communication guidelines carefully.

Office Phone Hours

Our office phone hours are:

Monday through Friday
9:00 AM – 5:00 PM (Pacific Standard Time)

During these hours, our administrative team is available to assist with:

- Scheduling and rescheduling appointments
- General questions
- Non-urgent messages
- Billing or administrative inquiries

Messages received outside of office hours will be returned on the next business day.

Provider Contact Policy

Sarah Green, P.A.'s personal phone number is not an office contact line.

- This number is **reserved strictly for emergencies or urgent matters occurring after office hours**.
- It should **not** be used for routine questions, scheduling, prescription refills, or non-urgent concerns.
- Misuse of the personal number may delay care and disrupt patient services.

For all non-emergency needs, please contact the office during normal business hours.

Patient Acknowledgment

By signing below, I acknowledge that I have read and understand the communication and phone policies of Holistic Sarah P.A. / Elevate Your Wellness Center. I agree to follow these guidelines to support effective and timely care.

Patient Name: _____

Signature: _____

Date: _____