

A NOTICE TO OUR PATIENTS REGARDING OUR OFFICE POLICY

In an attempt to keep our patients informed and to insure proper reimbursement for services rendered, we ask that you carefully read the following instructions. By working closely together towards this goal, we can provide you with better care and avoid confusion in the future.

Insurance Coverage: We currently participate with a number of health plans. This does change periodically. Therefore, you may wish to inquire as to our participation with your particular plan. By signing the necessary forms at the time of your registration, we can file necessary claims for you. Please be aware that as medical providers, our relationship is with you and not your insurance company. Problems relating to your coverage should be handled between you and your carrier.

Payment Policy: It is the patient's responsibility to be informed as to your insurance coverage. If your insurance carrier denies payment, it is our policy that these amounts are to be paid within 60 days. We will bill you for charges allowed, but not paid, by your insurance plan. Co-pays are required at the time of your visit.

Lab/Radiology Results: These results will only be discussed during an office visit. It generally takes 5-7 days for results to arrive from other facilities. You can assume your results will be available on your follow-up appointment. Occasionally, results do not make it to our facility. In that instance, please have the name and phone number of the facility available on your next visit. You may contact our office before your appointment to ensure the results have arrived.

Cancellations: We require a 24-hour notice for cancellations. A fee will be assessed for appointments not kept and notifications not provided. This fee is not reimbursable by insurance.

Prescription Refills: Generally, prescription refills will be completed at your scheduled office visit, which allows us to best assess your medication requirements. If otherwise necessary, we require at least 72 business hours for prescription refills. Please contact your pharmacy first and they will contact our office for completion of this request.

Emergency Phone Calls: We ask that only emergency phone calls be placed to our "on call" providers. Please do not call for any prescription requests, including antibiotics, after office hours.

Forms and Letters: All forms and letters requiring authorization for administration of medications will be completed at your scheduled office visit. This includes but is not limited to: schools, athletics, daycare, and camp letters and forms. Completion of forms and letters outside normal office visits will be assessed a fee. This is to verify the current status of the medical condition and the need for the medication to be appropriately assessed.

RECEIPT OF OFFICE POLICY

I ACKNOWLEDGE RECEIVING A COPY OF THE OFFICE POLICY

PRINTED NAME: _____ DATE: _____

SIGNATURE: _____ DATE: _____