

DOCTOR POLICY-PATIENT COPY

*YOU WILL NOT BE SEEN WITHOUT AN UPDATED REFERRAL, IF ONE IS REQUIRED BY YOUR INSURANCE COMPANY. IF WE DO NOT HAVE A REFERRAL YOUR APPOINTMENT MAY BE RESCHEDULED. IT IS YOUR RESPONSIBILITY TO CALL YOUR MEDICAL DOCTOR TO OBTAIN A REFERRAL.

***CO-PAYMENTS ARE DUE AT THE TIME OF APPOINTMENT. WE DO ACCEPT CASH, CHECK OR CHARGE (MASTER CARD, VISA AND DISCOVERY CARD)**

*IF YOU ARRIVE MORE THAN 15 MINUTES LATE, YOUR APPOINTMENT WILL BE RESCHEDULED TO THE NEXT AVAILABLE APPOINTMENT. NO EXCEPTIONS!

***IF YOU NEED TO CANCEL YOUR APPOINTMENT, WE REQUIRE A 24 HOUR NOTICE OR YOU WILL BE CHARGED A \$50.00 NO SHOW FEE. THERE IS A \$250.00 NO SHOW FEE FOR SURGERY.**

*IF YOU FAIL TO SHOW UP FOR 2 SCHEDULED OFFICE APPOINTMENTS WITHOUT CANCELLING, WE WILL BE UNABLE TO CONTINUE YOUR CARE.

*ALL MEDICATION REFILLS CALLED IN AFTER 4PM ON THURSDAYS WILL BE FILLED THE FOLLOWING MONDAY. IT IS YOUR RESPONSIBILITY TO PLAN ACCORDINGLY.

*IF YOU ARE WAITING FOR A RETURN CALL FROM A PHYSICIAN, THIS WILL BE HANDLED AS QUICKLY AS POSSIBLE. NON-EMERGENT CALLS WILL BE RETURNED AFTER OFFICE HOURS IN MOST CASES. ROUTINE CALLS SHOULD BE MADE DURING BUSINESS HOURS.

*OUR OFFICE IS OPEN MONDAY THRU FRIDAY, 8AM TO 4PM. **CALLS MADE AFTER HOURS OR ON WEEKENDS ARE FOR EMERGENCIES ONLY.** IF YOU HAVE A CALL BLOCK ON YOUR PHONE, PLEASE TURN IT OFF SO OUR PHYSICIANS MAY RETURN YOUR CALL.

*WE APOLOGIZE FOR OUR PROLONGED WAIT TIMES, BUT WE OFTEN SEE A LARGE NUMBER OF UNSCHEDULED PATIENTS DUE TO EMERGENCIES. ALTHOUGH UNUSUAL, WAIT TIMES CAN BE UP TO 2 HOURS. PLEASE PLAN YOUR DAY ACCORDINGLY.

DISABILITY PATIENTS

THERE IS A \$5.00 FEE FOR DISABILITY FORMS TO BE FILLED OUT. THE PAPERWORK WILL NOT BE COMPLETED UNTIL THE FEE IS RECEIVED. PLEASE DO NOT ASK THE PHYSICIAN TO FILL FORMS OUT DURING OFFICE VISITS. FORMS ARE DONE ON A FIRST COME FIRST SERVED BASIS. WE MAY REQUIRE UP TO 10 DAYS TO PROCESS PAPERWORK.

FINANCIAL POLICY

WE ARE COMMITTED TO PROVIDING YOU WITH THE BEST CARE AND IN RETURN EXPECT FULL AND PROMPT PAYMENT FOR OUR SERVICES. YOUR CLEAR UNDERSTANDING OF THE FOLLOWING POLICIES IS IMPORTANT TO OUR PROFESSIONAL RELATIONSHIP.

OFFICE VISITS AND SURGICAL PROCEDURES

1. CO PAYMENTS ARE DUE AT THE TIME OF SERVICE.
2. WE PARTICIPATE IN MOST INSURANCE PLANS. HOWEVER, INSURANCE IS A CONTRACT BETWEEN YOU AND YOUR CARRIER. ANY BALANCE DUE IS PER YOUR INSURANCE.