

Our Office Policies

Please **initial** policies acknowledging your receipt and understanding of them.

CELL PHONES

- Please turn off your cell phone, in order to eliminate distractions when the doctor/nurse is with you.
- Please note that Texting or Email doctors regarding your health issues is considered HIPPA violation so do not use these means to reach your doctor but instead schedule an appointment to discuss your concerns.

COPAYS and PAYMENTS

- We collect previous balances, co-pays, deductibles, co-insurance for **every** doctor's visit **prior** to being seen. If you have any questions regarding this, **please call your insurance company**. We don't know how your insurance applies this clause. *We are a third party; the insurance company restricts our knowledge about what is and what is not covered under your signed plan.*
- **Forms of payment accepted are Cash, Visa, & Master-card only!** We do not accept checks, American Express or Discover cards. *If you have a balance due and do not respond to our statements, we will charge your account for the balance due with the credit card information we have on file for you. When your delinquent account is submitted to a collection agency, a collection fee of 19% will be charged by the agency, and that will be added to your balance.*

EMERGENCY OFFICE VISITS

- If our doctor is seeing you on **Emergency Basis** then please stay focused on the reason for that day's visit. Remember doctor is seeing you in between scheduled patients. We will take care of your **immediate problem first** and schedule your routine (3months) visit on another day. **Your regular prescriptions will not be filled on your emergency visit.**
- **All walk-in visits will be considered emergency and will be charged additional \$20 along with your office visit charges.**

PHYSICAL EXAM (PE)

- If you are here for physical exam and want to be seen for other health issues in addition to the PE, then we will bill your insurance for both sick and well visit. **Your insurance might not pay for the combination visit; if this is the case then you are responsible in paying the complete balance due.**

LABS AND IMAGING

- Please schedule a follow up appointment in 1-2 weeks or sooner for abnormal Lab, X-Rays, MRI, CT, and Ultrasound results or after seeing a specialist for your problems to update your medical record. If you do not hear from us within a week regarding your lab, please give us a call.

PRESCRIPTIONS

- Our doctor **MUSTSEE YOU** prior to prescribing a new RX, refills on Antibiotics or Narcotics (Controlled medications) and changing your existing medication. **NO** controlled medication will be prescribed over the phone, out of State, after hours, or weekends.
- If you have not been seen the doctor within the past 3 months and need a refill, you must schedule an appointment to see doctor for your prescription refill, even if you are feeling fine. If you are out of town and need refill on your regular Rx then we will send 30 days supply only if you were seen in the last 3 months otherwise please see a physician for your emergencies.
- Please provide us with your pharmacy information so that prescriptions can be faxed or electronically sent to your pharmacy. Written prescriptions are given *only* when necessary. If you have a written prescription in hand then we will not fax or E-prescribe it to the pharmacy to avoid duplication.
- **There will be a \$10 charge for every denied prescription that requires approval from your insurance company.**

REFERRALS

- Obtaining a referral from your insurance can take up to 48 hours or more. **Please do not call from the specialist's office at the time of your appointment for a referral. Please call our office and schedule an appointment to get a referral before seeing a specialist.**

NO SHOWS

- If you do not show up and/or do not call us 24 hours in advance to cancel or re-schedule your appointment, we reserve the right to charge a **\$25.00** fee for the scheduled time that we were unable to give to other patients.
- After three consecutive no shows, we reserve the right to discharge you as our patient.

MEDICAL RECORDS/COPIES

- We have charge **\$35.00** for all Medical Records, and \$5 for X-ray CDs.
- **We do not fax/mail or email reports to patients as patient has portal access to print reports**
- We are required to **update** your records at least once every year, as required by your insurance company so please provide us with updated information even if there is no change in your information. In order to keep your chart active, you **MUST** see the doctor at-least once a year

EMERGENCY ROOM VISIT/HOSPITAL VISITS

- In case of emergency after office hours, weekends, or holidays, please call 911 or go to nearest ER, and let the hospital doctor know that our doctor is your Primary Care Physician so that they can notify us about your visit. Once discharged, please schedule follow-up appointment with the clinic within 7 days.

MEDICAL CLEARANCE FOR SURGERY

- Please schedule an appointment, in order to be cleared for surgery. Bring written order from the surgeon's office indicating what kind of surgery and which tests are needed in order to clear you for the surgery.

Our goal is to make your visit pleasant and professional. If you have any questions or suggestions, please feel free to contact our office. **We thank you for choosing us for your health care needs.**