



Accessible, Affordable, Quality Care
@ Patient Centered Medical Home



OFFICE POLICIES & PROCEDURES

Effective January 1, 2013 the following policies have been implemented:

1. At the time of check-in at EVERY visit, you will be required to provide your insurance card and identification (DL, state ID, military ID or any legal ID). All insurances will be verified upon arrival. All deductibles, co-pays, and/or coinsurance amounts will be due at the time of service.
2. If you are a new patient, please come to your appointment at least 15 minutes before the scheduled appointment time to complete the registration process.
3. Any routine call backs, prescriptions, or documents left for the physician will be completed within 48 hours.
4. At the time of service, if your account reflects an outstanding balance, you will be asked to pay the balance in FULL before you can check in.
5. If you do not have your insurance card at every *office visit you will* be considered as self-pay for that date of service.
6. There is a \$25.00 service fee for any returned checks. In addition, ALL expenses incurred to recover outstanding balances will be payable immediately (including but not limited to collection agency fees and legal fees).
7. To better serve all our patients, if you miss 3 appointments without calling 24 hrs. prior to the appointment you may be released from practice. This is not intended to cause any inconvenience to you, but to make these appointments available to patients who need appointments.