

For Your INFORMATION

Thank you for allowing us to be part of your health care choices. Following is some general information that we feel may be helpful to you in understanding our day-to-day operations.

Your appointment is scheduled for _____ at _____ with _____

PLEASE DO NOT WEAR COLOGNE OR PERFUME TO OUR OFFICE. We treat allergies here and this may have a dramatic, negative affect on other patients and staff.

OFFICE HOURS: The clinic is open from 7:30 A.M. TO 6:00 P.M. Monday through Thursday. We stop answering the telephone at 5:30 each of these days. The Supplement Room is open from 7:30 A.M. until 6:00 P.M. Monday through Thursday. These same supplements are also available at Lake Otis Pharmacy on Fridays and Saturdays for your convenience.

FEE FOR SERVICE: We provide care on a “fee-for-service” basis – you will be expected to pay at the time services are rendered. We accept cash, checks, money orders, Mastercard, Visa, and Discover cards.

WE DO NOT FILE INSURANCE CLAIMS! Your receipt (superbill) gives you the information you need to file a claim and receive your benefits. If your insurance company sends us a check for services for which you have already paid, we will refund to you within 48-hours of receipt of their check. Blank claim forms are available at our front desk should you need one to file your claim.

WE HAVE ‘OPTED OUT’ OF MEDICARE. Patients who are Part B Medicare eligible may sign a private contract and then be seen here, but no claim may be filed to Medicare by us or the patient for the services rendered.

CANCELLATION NOTICE: Whenever possible, please call 24-hours in advance of an appointment to cancel or change. This will allow us enough time to schedule someone else who is waiting to get into the office. Repetitive “No-Shows” may be dismissed from our care. When you call in, and the recording begins, you may dial “320” to immediately get the voice mail for cancellations. This number is to be utilized for cancellations only, please.

NSF FEES: A \$25 fee will be assessed for a “non-sufficient funds” (NSF) check and it will be deposited again on the next business day unless you call us to advise otherwise. If it is returned as ‘NSF’ a second time, there will be another \$25 fee and you will be expected to bring cash or a money order, or give us a credit card to replace that check.

PROTECTION OF PATIENT’S PRIVACY: No information will be given to a family member unless the patient signs a release authorizing us to do so. We follow the guidelines as established by HIPAA for all other releases of your medical information. Typically, your signed Authorization

to Release Medical Information must be received before copies of your chart are provided to any other entity. Please see your copy of the "Notice of Privacy Practices" for further details.

COPIES: You may receive a copy of your medical record upon payment of a \$10 fee to cover the costs. Telephone consultations are billed dependent upon the length and service provided and must be paid prior to the start of the consultation (via credit card).

PRESCRIPTION REFILLS & RENEWALS: For refills, please go to your pharmacy. The pharmacist will contact us if further information is required to refill your prescription. Please note that this procedure will speed up the process of getting your refills. A yearly visit with your provider is required to re-write prescriptions for long term, ongoing medications. A majority of your prescriptions will be written for a year with refills noted. **DO NOT LEAVE MESSAGES RE: YOUR PRESCRIPTIONS ON THE CANCELLATION LINE!**

FASTING LABORATORY TESTS: Lab tests that require you to fast from midnight should be performed early in the morning to provide the most accurate results. *"Fasting" means that you should not eat, smoke, or chew anything after midnight.* You may drink water in moderation.

AUTO SHIP YOUR SUPPLEMENTS! Bill, The Vitamin Guy, will be happy to set you up on an automatic shipment for those supplements you use regularly. There will be a shipping and handling fee to cover the postage but just think of the convenience this may afford you! Contact Bill at 563-6200 Ext. 304 for further details.

SPECIAL REQUESTS FOR ADDITIONAL INFORMATION FOR INSURANCE BENEFITS: Be advised that requests for special information, explanations, or completion of reports from you or your insurance company may be assessed a fee for completion. Depending upon the time involved in responding to the request, the fee may range from \$20 to \$50 and is your responsibility to pay prior to receiving the information. You will be advised in advance if a fee is to be levied, and you may determine at that time if you wish to proceed or not. Chart notes for a particular date of service will be forwarded to your insurance company without charge. For further details, ask for information from the Receptionists. Thank You.

Office Manager