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Endocrinology & Metabolism

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OFFICE POLICY

Appointments/Cancelations: We respect your time and will make every effort to see you on schedule; however, unexpected emergencies can occur. If you arrive more than 10 minutes late, we will attempt to see you but your appointment may have to be rescheduled which will result in a missed appointment fee. The Office requires that every patient schedule their follow-up appointment at each visit. We kindly ask for a three-day advance notice if you need to cancel or reschedule your appointment. A no show fee will be charged for any appointment canceled less than 24 hours in advance, or canceled after hours on weekends and holidays for an appointment scheduled the next business day (\$250 for new patient, \$50 for follow-up). Follow-up appointments may only be canceled or rescheduled two consecutive times. New patients may only cancel or reschedule one time without incurring a fee. A \$250 fee will be charged if you cancel or reschedule a new appointment for a second time. Repeated no shows or cancelations will result in dismissal from the practice.

Billing/Insurance: Office billing is handled by Athena Health. The Office requires that every patient has a Visa or MasterCard on file. Athena Health will send a notice to the patient by email about any balance due prior to charging the card on file. If we are contracted with your insurance company, we will file a claim on your behalf; however you are responsible for copays, deductibles, co-insurance, or non-covered services at the time of your appointment. Uninsured or out-of-network patients are expected to pay in full at each appointment. Unpaid balances will be sent to a collection agency (Suburban Credit Corp.).

Prescriptions: The Office requires a 48-hour notice for any medication refills. We do not fill medications on the weekend. You will need to contact your pharmacy and ask that a refill request be submitted to the office. We will not issue any refills if you cancel or miss your appointment or if you reschedule your appointment more than one month out. If you have a scheduled appointment and run out of medication, we can only send enough medication until your appointment date. You should only call the office for a refill if the medication is new or if you changed your preferred pharmacy. Patients who use a mail order pharmacy must be seen every three months.

Labs/Radiology: The Office's preferred lab is Quest Diagnostics. If you need to use an alternate lab, it is your responsibility to have your lab order and ensure the results are sent to the Office. Lab and radiology procedures should be completed 1-2 weeks in advance of your appointment. Please note that some lab results can take a full seven days to report. If you go to the lab or radiologist without your order, you may have to wait up to 30 minutes for the doctor to issue a new order (we cannot interrupt the doctor for your lost order).

Medical Records: In accordance with Virginia law, there is a charge for copying medical records. Please contact the office for the price based on your records. The Office requires a medical record release form to be completed and signed by the patient. Please allow one week to process and send the records. There is a \$15.00 fee for any forms that need to be completed by the doctor (Disability, FMLA, Patient Assistance, Letter of Care, etc.).

Initial: _____ **I understand that I need to bring my insurance card, photo ID, Visa/MasterCard, and Referral (if referral is required by your insurance) to each appointment.**

I have read and agree to the above policy.

Name: _____

Date: _____

Signature: _____