



Thank you for choosing our office for your medical care. We have written these policies to keep you informed of our current office policies. Please refer to our website for policy updates.

OFFICE POLICIES, EFFECTIVE October 19, 2009

Office Hours: Our office is open Monday – Friday, 9:00 am – 5:00 pm and 1st and 3rd Saturday, 9:00 am – 12:00pm. Please refer to our website for additional closures.

Appointments: We see patients by appointment only. Same day appointments are usually available for urgent or sudden illness for existing patients. Please arrive at least **15** minutes prior to your scheduled appointment to allow us adequate time to properly check you in. If you have any changes to your demographic information (such as a change of address or insurance), please arrive **15** minutes prior to your scheduled time.

After-hours, Emergencies, and Holidays: If you have a life-threatening emergency, call **911** immediately. Our answering service is available after hours, weekends, and holidays for your convenience. You will have the opportunity to either leave a message or the answering service will page the physician on call.

Same Day Appointments: We have a limited number of same day appointments available each day for sudden illness. Please call before **10:30 am** if you wish to be seen same-day. Appointments for more acute illnesses will be given priority. If you must be seen same-day and the physician's schedule allows to see you during non-regular appointment times (e.g., during lunch or after hours), an additional fee may apply.

Walk-in Appointments: We are usually able to accommodate walk-in appointments. Patients who walk in and request a same-day appointment will be offered to wait or to come back at a later, scheduled time.

Cancellations/Rescheduling: Appointments for physical/wellness examinations are in high demand. If you cannot keep a wellness examination appointment, we require your cancellation notice no later than **48** hours prior to your scheduled appointment:

*If (1) notice is not received **48** hours prior to your scheduled appointment and if (2) we are unable to fill your time-slot, we will charge you a **\$50** non-cancellation fee.*

Other types of appointments require 24 hours' cancellation notice. If (1) notice is not received 24 hours prior to your scheduled appointment and if (2) we are unable to fill your time-slot, we will charge you a \$25 non-cancellation fee.

Running on time: We know your schedule is busy and that your time is valuable. Our physicians make every effort to keep on schedule. If you have been waiting more than 20 minutes and have not been advised of a delay, please speak to the receptionist to ensure that you have been properly checked in. Patients are seen in schedule order, with few exceptions. Patients arriving more than 10 minutes after their scheduled appointment may be asked to reschedule.

Treatment of Minors: As a multi specialty office in Internal Medicine, this practice is limited to the treatment of adults. We recommend that you consult the services of a Pediatrician or Family Practitioner for children under the age of 5. In the Podiatry subspecialty there is no restriction of age for patients seen.

Test Results: Our office will only contact you if your tests are abnormal. A staff member will contact you if you need to take immediate action regarding your results. If the doctor needs to speak to you regarding your results, you will receive a phone call and be asked to schedule an appointment. If you wish to obtain a hard copy of your test results, please stop by our office and we will print them for you. Copies of test results will not be mailed to you unless you provide us with a self-addressed, stamped envelope. Alternatively, we can FAX them to you at your request.

Prescriptions and Refills: The best time to get a prescription refill is at your appointment. If you need a refill, and your current prescription bottle indicates that you have refills remaining, please contact your pharmacy. Most refills require the doctor's approval. Please allow 3 business days for us to process your refill request. You may leave an after-hours request via our answering service. Please do not contact the on-call physician with a refill request, as they do not have access to your chart.

Narcotics: We do not prescribe narcotics for chronic pain. Your physician will refer you to a pain management specialist for most chronic pain issues requiring the use of narcotics. After-hours narcotics requests will be denied.

Mail order prescriptions: Your physician will FAX your prescription to your mail-order pharmacy. If your insurance company requires an additional form to be submitted with your prescription, please tell the physician that you would like your prescription printed. If you would like our office to complete the form for you, there will be a \$20 charge

Patient Dismissal: While we make every effort to work with you, unfortunately sometimes we feel it is best for all involved to dismiss you from our practice. If you are dismissed from the practice, you will be allowed 15 days for emergency treatment in our office. After that time, you will be required to seek the services of another physician in another office. Common reasons for dismissal include: Failure to keep appointments, non



compliance with prescribed treatment plan, abusiveness to staff, failure to pay your bill.

FINANCIAL POLICIES, EFFECTIVE October 19, 2009

We accept Cash, Visa, MasterCard, American Express, and Discover for your convenience.

Private Pay: If you do not have insurance, payment will be due at the time of service. We require a minimum of 100% of the balance to be paid at the time of service.

Insurance: Although we are contracted with several insurance companies, it is your responsibility to make sure that our physician participates in your specific plan. If our physician is not a participating provider for your plan, you may still select our office for your medical care; “out of network” benefits will apply. It is also your responsibility to know your insurance benefits. Our office will not advise you of your insurance benefits. Please contact your insurance company at the Customer Service phone number printed on your insurance card if you have questions pertaining to coverage.

As a courtesy to our patients, we will file insurance forms from our office. In order to do this, we require all information to be completed on the Patient Registration Form. We must have this information prior to your appointment. We will request an update to your information annually. Please present your insurance card at each appointment. A photo ID is required at your first visit. We make every effort to verify insurance prior to your appointment. If our office is unable to verify your insurance eligibility, you will be required to pay for your visit at the time of your appointment. If you provide the correct insurance information to our office in a timely manner, we will file a claim on your behalf. We will refund to you any portion that is determined to not be your responsibility.

You are responsible for paying all co-pays at the time of service. Co-pays, co-insurance, deductibles and non-covered services cannot be waived by our office, as it is a requirement placed on you by your insurance carrier. Failure to pay your portion of services rendered will be reported to your insurance company and could result in termination of your insurance plan.

Billing: If you receive an invoice from our office for a balance due, it is because that is the balance your insurance policy requires that you pay. Please contact your insurance company first if you believe there is a problem. The balance on your invoice should be equal to the “Patient Responsibility” portion on your Explanation of Benefits that you received from your insurance company plus any “non-covered services” (less any copay that was collected at the time of service). If there is a discrepancy, please call the billing office immediately to advise us. You will continue to receive invoices and be subject to



collections if you do not advise us of discrepancies. The billing office may be reached at (888)570-1020.

Credit Card Authorization: For your convenience in paying the balance on your account, we ask all patients to complete a Credit Card Authorization Form annually. You may specify a maximum dollar amount that we are authorized to charge each month. Non-covered services will be charged to this account if you are not present (such as for missed appointment fees, return check fees and form completion fees). A copy of the credit card receipt will be mailed to you if we charge your account.

Collections: Invoices not paid within 60 days begin our collection process. Invoices not paid within 120 days are subject to patient dismissal and submission to our Collections Agency and notification to your insurance plan. Non-covered Services: The following services are considered “Non-Covered Services” by most insurance companies. The fees listed below must be paid at the time of service.

- Returned Checks: If your check is returned to us for any reason, you will be charged \$30
- Missed Appointments: If you fail to notify us at least 24 hours in advance that you will not be able to make your appointment, we may charge you \$50.
- Forms Completion: Disability, Insurance Forms, Travel Forms, Release from Work, Prior Authorizations, and other forms are not required by all insurance plans or employers. If you require a physician to complete these forms, there will be a \$25 charge in addition to your office visit charge.
- Paper Records: We will provide to you, upon written request, a paper copy of your medical record. We charge a base fee of \$20.00
- Phone Visits: If you request medical services via telephone instead of a visit to our office, the following fees apply. You must be an established patient to request this service. Phone visits are done only by prior physician approval and scheduling. If the phone visit results in an office visit within 24 hours, you will be refunded, per Federal insurance guidelines.

5-10 minutes: \$30

11-20 minutes: \$45

21-30 minutes: \$60

- Late Fees: Invoices not paid within 60 days will result in a \$5 per month late fee.
- Co-pay Collection Fee: If we must bill you for your copay, you may be required to pay a \$20 Co-pay Collection fee.
- After-hours appointment fee: \$25 in addition to the office visit charge.

WELCOME TO TRI-VALLEY MEDICAL CENTER, INC. OUR STAFF AND DOCTORS

LOOK FORWARD TO PROVIDING YOU WITH THE BEST OF CARE.



Internal Medicine

and



Podiatry