



Thank you for choosing our office for your medical care! Your health is our primary concern. With changes in healthcare recently, we have adopted the following office policies.

Appointments: Please arrive at least 15 minutes prior to your scheduled appointment. We will ask you to sign in and present your insurance card(s) at every visit. We appreciate your patience with our receptionist at the check-in desk. Have a complete updated list of your medications with you at each visit.

Cancellations/Rescheduling: If you cannot keep an appointment, please notify our office at least **24 hours prior to your scheduled appointment**. If a 24 hour prior notice is not received by our office, you may be charged a \$25 non-cancellation fee.

Prescriptions and Refills : The best time to get a prescription refill is at your regularly scheduled appointment.

- Please obtain your refills during physician visits.
- We refill prescriptions during office hours only. Please allow a **24 hour turn around for all prescription requests**.
- If you run out of your medication prior to your next scheduled visit and your current prescription bottle indicates that you have refills remaining, please **first** contact your pharmacy to have a refill request sent electronically to our office.
- Please note that we do not refill prescriptions written by other physicians.
- Also please note that we do not prescribe narcotics for chronic pain. Discuss any pain issues with your physician during your scheduled office visit.

Please see reverse side for financial policies.



FINANCIAL POLICIES, EFFECTIVE January 1, 2020

We accept Cash, Visa, Master Card and Discover for your convenience.

In order to file insurance forms from our office, we require all information to be completed on the patient registration form every visit. Please present insurance card(s) at each appointment.

Private Pay: If you do not have insurance, payment will be due at the time of service.

We do not bill for copays and deductibles. Failure to pay your copay and deductible at the time of service may result in the need to reschedule your appointment.

Copays are due when services are rendered.

Billing: For questions regarding your bill, the billing office may be reached at (256) 881-8455.

Non-covered Services: The following are considered "Non-Covered Services" by most insurance companies.

- Forms completion: Disability, Travel, Release from Work, Prior Authorizations, and other forms not required by insurance plans will require a \$25 charge in addition to your office visit charge.
- Your medical record is strictly confidential. No information regarding our patients will be released without written authorization from the patient or patient's guardian. We have a standard release form that you may sign if you should need copies of your medical records. We will forward your records to other physicians at no cost to you. However, if you need copies for insurance companies or other services, we charge a nominal fee for the copying of your records.