

OFFICE POLICIES

Dear Patient,

Thank you for your continued support of our practice. We would like to take this opportunity to inform you about our policies.

INSURANCE: There are numerous insurance plans available. Therefore, it is impossible for our staff to know the covered benefits of each plan. It is your responsibility to know and understand the policies and benefits of your plan. This includes referrals, authorizations, co-payments, deductibles, covered hospitals, labs and x-ray facilities.

In order for us to bill your insurance, you must provide us with a copy of your current insurance card at the time of service. Failure to provide any necessary insurance information for billing will require you to pay for your visit at the time of service.

APPOINTMENTS: To allow us to provide quality care and prompt service, we request that you cancel any appointment that you cannot make at least 24-hours prior to your scheduled visit. This allows patients who require immediate care to have that appointment. Failure to cancel appointments will result in a \$50 missed appointment fee. Failure to cancel any surgeries or procedures within 72-hours of your scheduled appointment will result in a \$100 fee. Please call **(415) 923-3123** to cancel appointments or to leave a message after business hours.

CO-PAYMENTS: All co-payments are required at the time of service or we may need to reschedule your appointment.

COPY OF RECORDS: There is a \$25.00 charge for each copy of medical records. Please complete a request for medical records and allow 7-10 business days to process your request.

COMPLETION OF FORMS: There is a \$15.00 charge for completion of all applications and forms; such as disability and insurance forms.

PRESCRIPTIONS: There is a 24-hour turnaround time for all prescription refilled before the weekend, please call ahead to allow us time to process your request.

I acknowledge that I have read and understand the policies listed above.

Print Name: _____

Date: _____

Signature: _____