

## PATIENT POLICIES

### **Address Change**

- Our office should be notified anytime there is any change to your address, telephone or other contact information to ensure you receive office correspondences, lab results, pathology and appointment information.

### **Co-payments, Deductibles and Co-Insurance**

- Co-payments are collected at the time of check-in. Appointments may be rescheduled if co-pay is not paid at the time services are rendered.
- Insurance deductibles and fees for services not covered by your insurance policy, if known, are due at the time of service.
- Coinsurances are collected at checkout.
- We accept cash, check and credit cards.

### **Fees**

- Returned checks are subject to a \$25 fee. Accounts will be placed on a "cash-only" status until the returned check fee is paid and account is current. Payments will only be accepted by cash or credit card until the balance is cleared.
- Failure to provide 24 hours advance notice of your need to cancel or reschedule an appointment may result in a No Show Fee charge of \$75.
- A form fee is charged to complete forms such as DMV, physical forms, FMLA, leave of absence, disability, etc. Payment is due when forms are brought into the office for completion. Allow 7 to 10 days for forms to be completed.
- Additional charges apply for copies of medical records, depositions, expert witness requests and phone consultation on the patient's behalf.

### **Minors and Dependents**

- Parent OR guardians are responsible for payments for their dependents at the time services are rendered.
- Minors and dependents must present a valid insurance card at each visit if a claim is to be filed. The dependents relationship to the guarantor along with the guarantor's date of birth are also required.

### **Patient Status**

- If it has been three years or more since the patient's last visit, they are considered a new patient. New patients are assigned to physicians based on availability.

Please visit [www.PhysiciansEast.com](http://www.PhysiciansEast.com) for the most current policy information.