

The Orthopedic Center

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OFFICE POLICIES

Welcome to our practice! It is an honor to care for you and your family. Please take a few minutes to read this document and sign below. You may ask us questions about this policy or any of our other office policies at any time.

APPOINTMENTS

Timeliness:

Please arrive **15 minutes** prior to your scheduled appointment.

We strive to keep on schedule and we do our best to notify our patients if there is a delay in one of our doctors' schedules. We ask for your patience and understanding in the event that there is an emergency while you are here for your appointment.

If you are late for your appointment time we reserve the right to reschedule your appointment.

Documentation:

At the time you schedule your appointment, our office staff will inform you of the documentation that you will need to bring with you (e.g., insurance card, referral and/or out of network authorization, driver's license, and any change of your personal information). You are required to have all of this documentation at the time of your visit. Please inform the receptionist of any changes to your address, phone number or other patient information. Not having the proper documentation may result in you being **financially responsible** for your office visit.

Cancellations; Charges for Missed Appointments:

Cancellations for appointments/surgery require a minimum of 24 hours advance notice. Failure to provide such advance notice to the office may result in a charge of \$50 to your account for missed office visits and a charge of \$100 for missed surgery.

Minors:

Children **under the age of 18** must be accompanied by a parent or an adult guardian who has appropriate documentation, such as written parental permission.

Our staff is not permitted to watch your child while you are receiving care at the practice. Please make arrangements prior to arriving at the practice for your appointment and/or X-ray.

Follow-up:

Please **schedule your follow-up appointment** before leaving our office, as this will better enable us to accommodate any special needs.

Divorced Parents/Separated Parents:

Our office will not get involved in **divorce settlements**. We will accept a copy of the divorce decree for the patients chart to avoid any confusion. The parent bringing in the patient is financially responsible. The office will only return phone calls to the parent who was present at the office visit.

PRE-CERTIFICATIONS

Prior to scheduling an appointment, for an MRI, CT Scan or Ultrasound patients must **contact our office** to begin the pre-certification process. This process can take up to **3-5 business days**.

STUDY RESULTS

It is **your responsibility** to contact our office once your study (whether it be blood work, CT Scan or other study) has been completed. Please provide us with the name of the facility where the study was performed and the date of the study. We will obtain your results directly from the facility. It may take up to **5 business days** for us to receive these results, **unless** they were marked urgent. Upon receipt, we will call you to follow-up.

XRAY

Minors; Children with Special Needs:

Children under the age of 3 and those who have special needs may require adult supervision while receiving an X-ray. Our office is not permitted to hold your child during an X-ray. Please make the necessary arrangements.

Pursuant to our office's policy, **minors** (unless they are receiving an X-ray) and **pregnant women** are not allowed in the X-ray room.

Release of X-rays:

We may provide you, or another provider or third party, with your original X-rays for consultation, further diagnostic testing or other purposes. In certain circumstances, you may incur a cost for the release of your X-rays.

COPIES OF MEDICAL RECORDS

In most cases, you have the right to copies of your medical records, but you must make the request for such copies in writing. There is a charge of \$1 per page, up to \$100. This process can take up to **thirty (30) days** from receipt of the written request.

If you ask us to send a copy of your medical records to a third party, we may ask that you complete an authorization form prior to sending the records. You may incur a cost for this.

GENERAL INFORMATION

Cell Phone Usage:

Please refrain from using **cell phones** in our office.

Prescription Refills:

We **will not refill** any prescriptions over the phone if you are overdue for your office visit.

Administrative Forms:

We may charge you up to \$25.00 for completing administrative forms, including forms for school purposes, life insurance, disability insurance and DMV issues. This fee is not covered by insurance. This fee does not apply when we file medical claims to your health insurance carrier.

I have read and understand the terms of this document. I have had an opportunity to ask questions.

Acknowledgement and Agreement to the terms and conditions of this document:

Patient's Name _____ Date: _____

Signature _____ Printed Name _____
(Patient/Parent/Guardian) (Patient/Parent/Guardian)