

**OFFICE POLICY**

- All patients must complete new patient paperwork before seeing the doctor. Information must be updated at least annually or as changes occur. Please let us know of any changes in address, phone number, insurance, or PCP.
- Insurance cards must be presented prior to the office visit. Please notify our office when you arrive if there is a change in insurance plans or coverage. We will file with your insurance. We are only responsible for filing claims to contracted insurance companies. We file claims as a courtesy to our patients and do not become involved in any disputes between the insurance company and the patient. Any dispute for unpaid charges will be billed to the member. All patients must present an insurance card in order to utilize benefits. It is the responsibility of the patient to disclose insurance information (primary and secondary plans).
- Full payment is due at the time services are rendered. This includes co-payments, deductibles and any services not covered by your insurance.
- We use Tele-check Check Verification system. In the event a check is returned for insufficient funds, there will be a **\$35.00** charge.
- Completion of any Medical/Disability/FMLA forms will have a **\$45.00** charge **for each form** and may take up to **10 business days** to complete. This is not billable to insurance and will be the responsibility of the patient before or at the time of pickup.
- Test results such as x-rays or lab values **will not** be given over the telephone. Please schedule a follow-up appointment to go over all results with your physician/provider.
- If your insurance plan requires that you have a referral in order to see a specialist, it is your responsibility to contact your PCP to obtain the referral. Please note that most PCP's require 48 hours' notice for referrals to be completed.
- All prescription refills should be called into your pharmacy at least five (5) business days before the last pill is taken to allow adequate time for approval. All refills will be handled during normal business hours, Monday - Thursday 8am-5pm and Fridays 8am-3pm. We are closed for lunch from 12:30-1:30 daily.
- While we strive to maintain our clinic schedule, we often have to work in emergency appointments. In these instances we ask for your patience as your wait time may be longer than anticipated.

Thank you for understanding our office policies. If you have any questions please feel free to ask us. We are thankful you have chosen us as your Urology healthcare provider.

**Patient Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_