

CENTER FOR DIABETES, ENDOCRINOLOGY & NUTRITION, INC
OFFICE POLICIES

1. Insurance contracts are between the insurance company and the patient. It is the patient's responsibility to know what services are covered by his/her insurance plan. All services provided by The Center for Diabetes & Endocrinology not covered by the insurance plan will become the responsibility of the patient. If the insurance information is not provided at the time of service, the patient will be seen on a cash pay basis.
2. If the patient has no insurance and/or is a self-payer, they should make payment arrangements before services are rendered.
3. If the patient is a member of an insurance plan which requires a Referral/ Authorization for his/her visits, the patient is responsible for obtaining and keeping current Authorizations for each visit. Failure to do so will result in unpaid charges which will be billed directly to the patient.
4. Co-pay is due in full at the time of service. If you are unable to provide the co-pay, a \$10.00 billing fee will be added to your account. For any returned checks, a fee of \$25.00 will be charged.
5. Past due amounts that are greater than 90 days overdue are subject to being turned over to a collection agency. You are strongly encouraged to pay all past due amounts promptly or set up a payment plan with us.
6. If you are not able to keep your appointment, we request that you call at least 72 hrs in advance, so that we may be able to provide more timely care to other patients who could be scheduled into your reserved time slot. We require at least 24 hours notice for the cancellation of all appointments. A \$25 charge will be added to your account if 24 hours notice is not received prior to a missed appointment.
7. All refills should be done during office visits. If seen within the last 60 days, you may request a prescription refill by calling your pharmacy and asking them to send us an electronic refill request. Also, please plan ahead. Prescriptions will be refilled within 72 hours of the office receiving the request. No prescriptions will be provided after hours or on weekends.
8. Any and all paperwork or forms that the physicians are requested to complete need to be done by special office visit appointment. This includes, but not limited to: DOT physicals, FMLA, disability, social security, etc.
9. Please make a list of questions for your doctors/educators prior to your visit. If you have questions after you leave your visit, you must make follow-up appointments. We cannot answer questions and treat patients over the phone. If you mail or fax questions, they will be put in the chart to be addressed at the next visit.
10. When patients are requesting medical records, the patient must complete an "Authorization for Release of Medical Information." There is a processing fee payable at time of request. Requests are usually handled within 15 business days.
11. We accommodate walk-in appointments as often as possible for patients with acute needs or urgent refill requests. If you need medical care when the office is closed, you can go to the nearest walk-in clinic. In case of an emergency, call 911 and go to the nearest emergency room.

If you have any questions regarding the above information, please ask.

Patient Signature:

Date:

Patient Printed Name: