

## **GENERAL INFORMATION**

### **OFFICE HOURS:**

Monday 8:00 a.m. to 5:00 p.m.

Tuesday 8:00 a.m. to 5:00 p.m.

Wednesday 8:00 a.m. to 7:00 p.m.

Thursday 8:00 a.m. to 5:00 p.m.

Friday 8:00 a.m. to 3:00 p.m.

**\*\*We are closed each day from 12:00 p.m. to 1:00 p.m.\*\***

### **Payment Policy**

All co-payments are expected at the time of service. For your convenience, Visa, MasterCard and Discover are accepted, in addition to cash, checks and debit cards, as method of payment.

### **Insurance**

Our billing office transmits electronically to all insurance companies. Patients are expected to provide the office with complete billing information, including mailing addresses and certificate numbers. Patients are responsible for their co-pays, deductibles and co-insurances.

If you participate in a managed care insurance plan, please be sure to follow the guidelines of your plan. Be sure to choose specialists who participate with your insurance and get written referrals when needed. We ask you to call a least a week in advance for any referrals you need. If you choose to go outside of your managed care program, with or without your primary care provider's referral, you may be responsible for the entire bill.

**\*\*We do consider patients responsible for their accounts. \*\***

Please be aware of your health insurances' policies.

Please update our office with any personal or insurance changes that may affect processing of your claims or contacting you in case of emergency.

### **Appointment Reminders**

If you need to cancel or reschedule an appointment, please provide one working day's notice. For example, if your appointment is at 4 p.m. on Wednesday, please notify us by 4 p.m. on Tuesday. However, if your appointment is at 2 p.m. on Monday, the notification would need to be by 2 p.m. on the preceding Friday. If you fail to provide the requested notification for an appointment, you may be assessed a cancellation fee. If you fail to provide 24 hour cancellation notice for a nuclear study, you will be charged for the cost of testing materials.

### **Prescription Refills**

Please request all refill prescriptions through your pharmacist. If necessary, the pharmacist will call your physician to obtain approval for a refill. Some medications will require periodic checkups to maintain usage; for these medications, you must make an appointment with your physician to receive a new prescription.