

## Dear Patients,

**In order to provide you with the very best service and focus on medical issues, we need your help with the following:**

### *Insurance*

Please bring your insurance card to every appointment and be familiar with your insurance benefits. This will avoid time and cost to both you and the practice.

### *On Time*

**Please be on time for your appointment!** We endeavor to give every patient the time you need with our providers. If you are late, the providers fall behind and other patients have to wait. If you are running late, you may be asked to reschedule.

### *Broken Appointments*

We do not overbook appointment slots. When an appointment is broken, you deny another patient access to medical care and cost the practice significant revenues. If you cannot make your appointment, please cancel 24 hours in advance so that we can schedule another patient in your place. If no notice is given and we are not able to fill that slot, a broken appointment fee of \$50.00 will be charged to you. When you schedule your annual preventive physical we set aside 45-60 min for you and the provider. If you fail to show up for this visit or cancel less than 48 hours in advance and the appointment is unable to be filled, you will be charged a \$100 fee.

### *Prescription Refills*

If you are out of prescription medication, it is usually because you are due to follow up with the doctor to discuss medication and do blood work. Please schedule an appointment before you run out of medications. For those patients who have mail order prescription plans, allow plenty of time for shipping. If you do need a refill, please allow at least 48 hours for the doctor to review and process the refill.

### *Referrals*

If your insurance plan requires our office to process referrals, please allow at least 48 hours for the referral to be handled. Please provide us with the NPI (National Provider Identification), diagnosis code, specialist's name and office number. If you do not have these, please retrieve from specialist's office before requesting so that referrals can be done correctly.

### *Co-Payments*

All co-payments are due on the day of service as per our contract with your insurance company. Many plans require no co-payments for preventative care, **however**, if you discuss any acute issue besides wellness (back pain, allergies etc) during your Physical, your insurance may require that we collect a co-payment. You may elect to schedule a separate appointment to discuss these other issues.

### *Procedures*

Many insurance benefits do not allow us to perform certain procedures in the same day of service as an office visit. For instance, if you are here for a physical, we cannot do cryotherapy or excisions on the same day. You will have to schedule an appointment for another day. This includes a physical exam and gynecological appointments; insurance companies do not allow us to do these on the same day.

### *Credit Card*

We collect credit card information from all of our patients because we are not a collection agency! Please be assured that, just like your medical records, all information is kept confidential and retained in a secure section of your account. If a balance remains outstanding for more than 30 days from when patient statements are processed, your card will be charged and an invoice will be mailed to you. We value our relationship so please be assured that any mistake made on our part will be corrected immediately.

**Thank you for helping us be timely, efficient and most importantly, to provide the best health care possible.**

*RADNOR FAMILY PRACTICE*

