



OFFICE POLICY AND PROCEDURES

Office Hours – Monday – Friday 8:00 am – 5:00 pm
Closed for lunch 12:00 pm – 1:00 pm

Registration – All patients must complete a patient information packet before seeing their provider and provide a picture identification card.

Insurance – Insurance cards must be presented prior to each office visit. *Please notify our office if there is a change in your insurance plan or coverage.* We file claims as a courtesy to our patients and are only responsible for filing claims to contracted insurance companies. Any dispute for unpaid charges from the insurance company will be billed to the member. **ALL PATIENTS MUST HAVE AN INSURANCE CARD IN ORDER TO UTILIZE BENEFITS.**

Referrals – Allow 5-7 working days to process routine referrals.

Medication Refills – All prescription refill requests should be called into your pharmacy at least **five (5)** working days before the last pill is taken to allow adequate time for approval. Refills will only be handled during normal business hours Monday through Friday. Narcotic prescriptions (pain medication) will not be refilled after office hours or on weekends.

Appointment/No Show – We request a 24-hour notice for appointment cancellations. Patients with three (3) missed appointments and/or no shows can result in dismissal from this practice. If you no show to your appointment you will be charged \$25.00. These charges are not payable by your insurance company. You will be required to pay this charge before your next scheduled office visit.

Behavior – Physical and/or verbal abuse towards the office staff will not be tolerated. This includes disruptions affecting daily operations within the office as well as offensive behavior on the telephone with office personnel. Abusive behavior towards personnel will result in immediate dismissal from the practice.

After Hours – Our phone message will provide patients with a number to call our answering service for emergencies. The answering service will notify the physician on call. Calls for refills will not be returned.

Charges – Full payment is due at the time services are rendered unless other payment arrangements have been made.

FMLA and Insurance Forms – Any paperwork that must be completed by Methodist Richardson Hematology Oncology Associates will require an additional fee of \$50. Fee must be paid in advance before forms can be filled out. Please allow 1 week for these forms to be processed.

NSF/Closed Accounts – There will be a \$35.00 charge added for returned checks.

Thank you for understanding and agreeing to our policy. We are glad that you have chosen Methodist Richardson Hematology Oncology Associates as your health care provider.

Signature: _____ **Date:** _____