

PORONSKY FAMILY PRACTICE OFFICE POLICIES

Thank you for choosing Poronsky Family Practice to deliver all of your health care needs. We are committed to providing the best care possible to our patients. Our physicians, nurse practitioners and staff are committed to your continued trust and confidence.

SCHEDULING AN APPOINTMENT

When scheduling an appointment, please describe your needs to our staff so that an appropriate length of time can be reserved for you. We attempt to schedule appointments to accommodate our patients' needs.

COMPLETE PHYSICAL EXAMS

We believe that routine, annual complete physical exams with screening lab tests are very important to the maintenance of good health. Insurance benefits vary. Some policies cover "wellness" exams and others cover visits when you have a complaint. Please learn about your benefits prior to your appointment so you will know what is covered by your insurance.

KEEPING YOUR APPOINTMENT

If you are unable to keep your scheduled appointment, we ask that you call to cancel at least 24 hours before. For missed appointments not cancelled 24 hours prior to your scheduled appointment time, our policy is to charge \$30.00. This charge is solely your responsibility and not your insurance company's.

Three missed appointments constitute grounds for dismissal from the practice. Additionally, if you arrive late for a scheduled appointment we reserve the right to reschedule. We do this as a courtesy to the other patients and in an effort to keep the providers running on time. Please help us serve you better by keeping scheduled appointments and arriving on time.

We strive to make every effort to see our patients at the scheduled appointment time. To facilitate this, we ask that each established patient arrive 10 minutes before their scheduled appointment to complete any appropriate documents. We also ask the following of our patients:

- Bring all medications you are actively taking or have recently taken.
- Bring blood sugar and/or blood pressure logs if applicable.

MINOR PATIENTS

All minors are required to have a parent or guardian present with them for each appointment. By law we are required to have a consent from a legal guardian to provide treatment to a minor. If a parent or guardian is unable to attend the appointment with the minor, then a signed Authorization to Treat a Minor is required prior to the appointment. If a minor comes to the office unattended and we do not have a signed and dated authorization from the parent or guardian for a specific day(s) of treatment, we will be unable to see the patient at that time, and the appointment will have to be rescheduled.

NURSE PRACTITIONERS

Nurse Practitioners (NPs) are an integral part of our office. These advanced practice nurses are educated to provide primary health care for patients and work in collaboration with our physicians. NPs care for patients with acute illnesses, manage chronic medical problems, perform routine physicals and offer health teaching. They are able to diagnose and treat, order lab work and x-rays, write prescriptions, and provide referrals to specialists when needed.

PRESCRIPTION REFILLS

Please plan ahead for prescription refills. We ask that you contact your pharmacy three to five days prior to needing a refill. If you are out of refills, the pharmacy will contact our office for approval. Please Note: We will NOT refill narcotic prescriptions outside of normal business hours or on any weekends. We will not refill prescriptions if you are outside of your recommended follow-up window. Refill requests made on Fridays may not be addressed until the following Monday

LAB AND STUDY RESULTS

If you have lab work, x-rays or any study performed, please expect to receive your results by phone within five to seven business days. If you have not received either a written or verbal response within 10 days, please call the office.

CALLS TO MEDICAL PERSONNEL

Our medical staff is devoted each day to our regularly scheduled patients. Therefore, please understand when calling our providers or our medical assistants that they may not be able to immediately respond to your calls. All non-urgent calls will usually be returned by the end of the business day in which they are received.

DISMISSAL FROM THE PRACTICE

We reserve the right to dismiss any patient for reasons including but not limited to:

- Inappropriate behavior towards doctors, nurse practitioners or staff in the form of profanity, threats or inappropriate physical contact.
- Refusal to adhere to treatment plans as outlined by doctors, nurse practitioners or clinical staff.
- Abuse or misuse of prescribed medication including, but not limited to the sale, distribution or inappropriate administration of the medication(s).
- Repeated violation of our appointment policies.
- Failure to pay your bill.
- Any reason deemed appropriate by provider.

DISMISSAL PROCESS

We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this letter, we will see you on an emergent basis only. After that, you must find another doctor in a different group. We will forward a copy of your medical record to your new doctor after you let us know who it is and sign a release form.

PRIOR AUTHORIZATIONS

Prior authorizations for non-emergent services such as MRI, CT or stress test requires 72 hours notice. Once you schedule a test, you must let our office know so we can attempt prior authorization through your insurance company. If you do not give us proper notice or your insurance company denies the request and we must resubmit, you will need to reschedule the test.

OFFICE PAYMENT POLICY

The following in-office policies have been established to help us continue to provide patients with the best quality medical care. Given the constant changes in insurance company payment policies:

- 1. PAYMENT IS DUE AT THE TIME SERVICE IS RENDERED,** unless other arrangements have been made prior to the services being rendered. This includes Copays.
 - For the patient's convenience, the office accepts cash, check, money order, Visa, Discover or MasterCard.
 - A \$25 processing fee will be charged for all returned checks.
- 2. ANY** changes to your registration information must be brought to the attention of the office **BEFORE** you are seen for the visit. The correct information is critical for billing purposes.
- 3.** If you have insurance, please keep in mind that your insurance is a contract between you and your insurance company. Our office **CANNOT** guarantee that your carrier will pay your claim. If your claim with your insurance company is denied, the obligation for the payment is the responsibility of the patient. Our office will not enter into a dispute with the insurance carrier over a claim. We will be happy to assist whenever possible.
- 4.** If an insurance payment is mistakenly sent to the patient instead of the office for services rendered, the patient is expected to provide payment within 10 days of receipt along with the Explanation of Medical Benefit.
- 5.** Cancellation of an office visit **MUST** be made within 24 hours of a scheduled visit. Failure to do so may result in a fee, which is **NOT** covered by insurance.
- 6.** In the case of financial hardship, our office will work with the patient to arrange a method of payment for services.

FINANCIAL ASSISTANCE OPTIONS

We are willing to offer payment plan options to patients with large balances or difficult financial circumstances. Please call billing at 630-522-1100 and a staff representative will be happy to review payment options that may be available to you.