

OFFICE POLICY

Please take the time to read our office policy. This form applies to all of Delaware Family Medicine patients. If you have any questions please feel free to ask one of our staff members.

Patients with Insurance Although we bill the patient's insurance company for services rendered, the patient is financially responsible for all services. In the event the patient's health plan denies coverage for any reason, the patient will be responsible for that payment in full. It is the patient's obligation to be familiar with their insurance co-payment and/or deductible amounts and amount must be paid in full at the time of visit.

Patients without Insurance For patients without coverage, our office will charge a flat fee of **\$150.00**. The payment is due in full at the time of service and pricing may be subject to change.

Returned Checks There will be a \$25.00 service fee for returned checks. If there are any acts of fraudulent behavior, the patient will be discharged from the practice.

Missed Appointments The office requires a twenty-four (24) hour notice for an appointment to be deleted. In the event that we are not notified in advance, the patient will be charged a \$25.00 "No-Show" fee. The fee must be paid prior to the patient's next office visit.

Courtesy We will make every effort to provide prompt on-time service, the healthcare needs of each individual do not necessarily lend themselves to an exact schedule. We therefore appreciate your understanding and patience. Angry or foul language directed to our staff regardless of the issues involved will absolutely not be tolerated and will be grounds for immediate dismissal from our practice.

Prescription Refills Refills of prescription medications that fall under the general category of CONTROLLED SUBSTANCES will require a weekly visit due to the new federal guidelines. Please be aware that refills may take up to 72 hours to process, **so please plan accordingly**. Your refill request may be denied should you fail to comply with our policy.

Messages & Referrals We will try our best to respond to your messages within a 24 hour time period. If your questions require extensive attention, you may have to make an appointment and come for further evaluation. Likewise, due to the nature of insurance-based healthcare, please also allow **48 to 72 HOURS** to process your referrals. Unfortunately at this time we are currently not offering pain management services. Patients who require this service will be referred by the doctor to pain management. If we refer you to pain management or any other specialist the patient will have one month to set up an appointment with the specialist. Failure to do so will lead to non compliance and will be discharged from practice.

FMLA & Disability Forms We do require that FMLA Forms & Short-Term DISABILITY Forms be completed IN PERSON during our regular office hours, at which time our providers may refer you to appropriate specialists for further evaluation and management.

Signature of Patient/or Responsible Party: _____ Date: _____.