



POLICY & PROCEDURES HIGHLIGHTS

As many have had questions regarding our lengthier, legal policies documents we are providing a condensed version of the highlights and some additional information. This list will be very helpful in avoiding miscommunications with our office as to how our healthcare services are provided. The lengthier document remains binding and must be completed in order for us to provide your care.

- You give consent to treat
- You understand that you are responsible to know your own insurance benefits, we provide healthcare; we ARE NOT experts in your coverage. Ultimately, the financial responsibility for services provided lie with you, the patient.
- We provide outpatient care only. Our providers do not make rounds or see patients at OMHS. We utilize OMHS's Hospitalist Program for all inpatient care.
- Due to insurance reimbursement policies, we cannot combine appointments for procedures and "regular" office visits on the same date.
- Most insurance companies (except Medicare) pay 100% for annual physicals. These visits cannot be combined with visits for any other purpose and still be billed as "preventative". If you have other issues to address, a separate appointment will be needed.
- You are responsible to know your appointment date/times and be present for these appointments.
- A \$30 "no-show" fee will be assessed for missed appointments or late cancellations (24 hour advanced notice). The reasons for missed appointments are irrelevant and not taken into consideration.
- 3 missed appointments will result in dismissal from our practice.
- BE NICE or LEAVE: Our staff must always remain professional and friendly; you must return this courtesy regardless of circumstances. To do otherwise will result in dismissal from our practice.
- If you are suspected of misusing prescribed medication (especially controlled substances) you will be dismissed from our practice and the police will be notified.
- To avoid miscommunication, please always ask if you have questions or concerns.
- Please consider signing up for our online web portal which significantly enhances our ability to communicate with you regarding non-urgent health issues.