



Kingstowne Internal Medicine Patient information Please Read and Sign

We take your health care very seriously and want to provide the highest quality of care possible. Like many other medical practices we try to provide quality care while being conscious of your time. For this reason we do not double book appointments. This approach allows **exceptional results and a high rate of patient satisfaction**. However, many practices double book to compensate for late cancellation and no show rates.

Cancellation Policy: Missed appointments can slow your progress, recovery and are costly to the practice. If you need to cancel an appointment, kindly notify our office **at least 24 business hours prior** to your scheduled appointment. Failure to do so will result in an office charge of **\$40.00** per occurrence for regular visits and **\$75.00** for Physicals. This amount will be collected directly from you at your **next scheduled visit**. We have to cover our staff and administrative costs. If we are given ample notice, we often can fill the appointment slot with a patient on our waiting list. Even if you need to cancel at the last minute, please call. We have many patients that urgent issues and can come in. **If we fill your appointment slot, you will not be charged.**

No Show Policy: If you fail to show up for a scheduled appointment, a **\$40.00** no show fee will be charged to you for regular appointments, **\$75.00** for Physicals. **If we fill your appointment slot, you will not be charged.**

Unconfirmed Appointments: Due to our patient volume, unconfirmed appointments are subject to cancellation. Please take time at each visit to review your contact information including email and phone numbers for accuracy. Please let the office know if you have a preferred mode of contact and instruct them to delete any information that you are not currently using. If your unconfirmed appointment is cancelled you will be given the option to reschedule or wait to see if you can still be seen.

Late Fee: If you are more than 15 minutes late and the provider can still see you, there will be a **\$25.00** fee on top of your copay, deductible, and/or co-insurance.

Appointment Reminders: We **attempt** to provide you with a reminder call and/or email as a courtesy, however ultimately it is your responsibility to attend your scheduled appointment. Bring your appointment reminder cards with you to your visit.

**** We do understand that unforeseen matters of sickness or emergencies occur that you cannot control, unfortunately we still need to charge for these missed appointments.** These unfilled appointment slots will prohibit us from offering high level of individual care, being able to decrease our wait time and provide efficient care. Thanks, for your understanding and cooperation of this matter.**

Payment Policy: If your insurance requires a copay, deductible or co-insurance, it will be due at the time of service. Payments can be made by **cash, check or credit card**. If we do not participate with your insurance company or you are uninsured, payment is expected at the time of service. A receipt will be provided. Please understand, we are not liable if your insurance does not cover your visits. (If you are having difficulties paying your balance please ask us about our payment plan.)

Paperwork/Forms: There is fee for all paperwork requests that cannot be completed at the time of visit. This includes letters, forms and prior authorizations. The fee is **\$25.00** for up to 3 pages, **\$50.00** for up to 5 pages, **\$75.00** for more than 5 pages. For forms with questions the fee is **\$25.00** for up to 3 questions, **\$50.00** for up to 5 questions, **\$75.00** for more than 5 questions. There is **\$10.00** fee for all requests for work notes created outside of the time of visit.

Refills: All refills requests should be done at the time of visit, through the patient portal or through your pharmacy. There is a **\$5** fee for all prescription refills requested by phone. In compliance with the new affordable care act all prescriptions will be sent electronically. We encourage our patients to help us comply and utilize electronic prescribing which can be done at both local and mail service pharmacies.

Paper prescriptions will be made available according to the following fee schedule collected at the time of the request:

1-3 prescriptions \$5

4-6 prescriptions \$8

>6 prescriptions \$12

By law scheduled medications cannot be faxed and must be on a paper prescription. These prescriptions will be provided at no charge.

We appreciate your patronage and if you have any questions or concerns, please ask.