

## **WELCOME~**

The goal of this office is to provide the best possible orthopedic surgical care in a timely manner and in a pleasant atmosphere. If you have any suggestions how we might improve on this, we appreciate any input you might have. In order to provide the best possible care in the timeliest manner for our patients, the following office policy has been established:

### **Appointments**

Every effort is made to remain on schedule. In order to keep the schedule moving on time, being more than 15 minutes late for an office appointment will mean cancellation of that appointment and rescheduling at a later date. You will only be seen for the problem you are scheduled for. Another appointment will have to be made to address other issues. Please be considerate and allow 48 hours notice of cancelled appointments so other patients might be able to move ahead into your unused time slot.

- If you miss a new patient appointment you will not be rescheduled unless you pay a \$50 rebooking fee.
- Established patients will be charged a \$25 “no show” fee. Repeated “no shows” will result in being discharged from our office.

### **Financial Information**

The financial responsibility for services rendered rests with the patient or his/her family, regardless of any insurance coverage. We will bill all health insurance companies as long as you provide the correct billing information (a copy of your card works best). It is **your responsibility** to make sure you have a referral, if required by your insurance, and that our office is covered by your insurance. Call the customer service number on the back of your card if you are unsure. If your insurance requires a referral (i.e. Group Health, Medicaid), we **must** have that referral in writing at the time of your appointment. If you do not have insurance, payment is due in full on the date of service. If you ever receive a bill that you feel is incorrect, please notify the office as soon as possible so that we can correct any problems that may exist.

### **Surgery Schedule**

The surgical schedule is made according to surgery time available at the surgical facility. Every effort will be made to arrange all surgeries as early as possible and at a time convenient to you. As time slots available for scheduling surgery are limited, a 72-hour notice is requested for canceling surgical procedures.

- Co-pays and/or co-insurance will be collected prior to your surgery. There is a \$250 “booking fee” that will not be refunded to you

should you cancel your surgery without appropriate notice. The surgical facility may also require pre-payment prior to your surgery.

### **Prescriptions & Refills**

This office does not prescribe pain medication prior to surgery. Medication will be refilled through your pharmacy (faxed request) during office hours only. **48-hour** notice is necessary, as it may take some time to check with your doctor to arrange for refills.

### **X-rays**

If you have had x-rays or any other diagnostic studies (i.e. MRI) from outside of Kootenai County, it is your responsibility to bring a CD or the actual films to your appointment. If you arrive for an appointment without the necessary x-rays/studies we will need to reschedule or take additional x-rays at your cost.

### **Auto Accident**

If you are being treated for an injury sustained in an auto accident, payment is required at the time of the visit. If you would like an estimate, please call 208-664-2175.

### **Liability Action**

Liability action against a third party is not a reason for delaying payment of your bill. Payment of the bill remains the responsibility of the patient who has received treatment. Lawsuits may go on for a protracted period of time, but the bill should be paid promptly. Once this is done, we will provide your attorney with the necessary medical information for your legal purposes.

### **Worker's Compensation**

Only Idaho worker's compensation insurance is accepted. You must provide our office with the following information at the time of your first appointment:

- Name and address of your employer's worker's compensation carrier.
- Exact date of your injury.
- Claim number

This information is necessary for us to bill any worker's compensation insurance. Your employer can assist you with obtaining this information and filling out the appropriate paperwork for filing your claim. If you do not have the above information at the time of your appointment you will need to be rescheduled or you can be seen as a "self pay" patient until the correct information is provided.

Thank you for your cooperation. We look forward to meeting you!