

Office Policies

Thank you for choosing our office to provide your surgical care. Our goal is to provide our patients with the best possible care and service. We have listed important items below that will assist us in providing that care.

OFFICE HOURS: Our office is open Monday through Friday, 8:30am to 5:00pm.

INSURANCE: Your current insurance card is required at the time of each visit check in. It must be on file for us to bill your insurance. If we do not have your card on file, you will be treated as a self pay patient, and our fee is expected at the time of service. When the card is furnished, we will file your insurance and reimburse you after your claim has been paid.

REFERRALS: If your insurance requires a referral to see our surgeons, a valid referral must be on file before the doctor sees you. It is your responsibility to see that your referral, including the number of visits or time period authorized by your primary care doctor, and has been received. We are only authorized to treat or evaluate the problem(s) your primary care doctor has indicated on the referral. If you wish to be seen for an additional problem, our surgeon may wish to schedule you for a separate visit, provided that you have obtained a referral for that problem.

COPAYS: Our insurance contracts require us to collect copays at the time of service. If your insurance plan requires copay, it will be due at the time of the visit. If you do not have your copay, you will be rescheduled. We do not bill for copays.

MINORS: A parent or guardian must accompany a minor patient on their first visit. A signature for treatment of minors by the parent or legal guardian is required. A minor may come unaccompanied on subsequent visits with parental/guardian approval made in advanced and witnessed by two ASA employees.

CANCELLATION: As a courtesy we require a twenty-four (24) hour notice for appointment cancellation. A 24 hour notice is defined as one (1) full **business** day, Monday-Friday.

PRESCRIPTION REFILLS: Requests for prescription refills must be received in the office before 3:00pm in order to be filled the same day. We do not refill prescriptions after hours or on weekends. Refills will only be approved if follow up visits have been kept.

EMERGENCIES: Our office has emergency coverage 24 hours every day. Our phones are transferred to an answering service after regular office hours. The answering service will only call the doctor if it is a true emergency. For questions and minor problems, please call the office during regular office hours.

SURGERY: Your surgery may be scheduled at an outpatient surgery center or at the hospital. Your surgeon may have an ownership interest in the outpatient surgery center. The choice of location for your surgery is generally dictated by number of factors, but you retain the right to have your surgery at any facility you desire provided your insurance company approves and our surgeons practice at that facility. If you have any questions concerning this situation, please discuss it with your doctor.

FORMS: There is a \$15.00 charge per form for the completion of any insurance/disability forms that you may require. We require a minimum of 5 days to complete these forms. Payment is expected at the time the service is requested. We will notify you when the work is complete.