
WHAT WE WANT OUR PATIENTS TO KNOW

Important information about
scheduling appointments, your
privacy rights, fees, and payment
for services provided by

LAKE MARY

EAR, NOSE, THROAT &

ALLERGY

795 Primera Blvd., Ste 1031
Lake Mary, FL 32746

Important Numbers:

Telephone: (407) 829-8981

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We realize that you have a choice about who you select as your healthcare provider and we are grateful you have chosen us. We appreciate having you as our patient. Our providers and staff strive to offer the best medical treatment possible on your behalf. We provide you with this brochure to explain how you can help us provide you with this high quality care. Please remember that your comments or questions are always welcome.

Q: What if I'm late for an appointment?

A: If you are more than 15 minutes late for your appointment, we may have to ask you to reschedule out of consideration for patients who are on time for appointments that follow the time we had reserved for you. We strive to keep wait times to a minimum because we understand that our patients' time is valuable. We expect you would not like to be kept waiting because a late arrival filled your appointment slot so we hope you will understand if we ask you to reschedule.

Q: What happens if I miss an appointment?

A: Appointments are scheduled because you need medical attention. Missed appointments delay our ability to provide that attention. We will gladly reschedule if you notify us at least 24 hours in advance. Broken appointments without prior notice of cancellation are recorded in your record. If you are a "no show" for 3 appointments in a year, you may be dismissed from the practice with notice.

Q: What should I bring when I come for my appointment?

A: We ask that you bring a photo ID and your current proof of insurance coverage to each visit in order to assist us in obtaining full insurance benefits on your behalf. We may verify coverage prior to services being

rendered. If your insurance company does not show that you have an active policy, you will be required to make arrangements for payment in full prior to being seen by a medical provider. If your insurance claims are denied by the insurance company, you will be billed. Not all medical services are covered by health insurance, so we may ask you to accept financial responsibility for such services before they are provided.

Q: Must I pay at the time of service?

A: Yes. You are responsible for any co-pay, deductible, as well as any unpaid balance on your account **prior to receiving medical services**. This is part of the contract we (and you) have with your health insurance carrier. If you don't have health insurance, you will be required make arrangements for payment in full **prior to seeing a medical provider**. If you are not prepared to prepay for co-pays, deductibles, co-insurance, etc., we may ask you to reschedule your appointment. Any balance on your account should be paid within 30 days of receiving treatment.

Q: What forms of payment do you accept?

A: We accept cash, personal checks (see below), and most credit and debit cards (including those drawing on funds in any HSA or HRA account that may be associated with a high deductible health plan). If any monies prepaid result in a credit on your account, you will receive a refund in a timely manner. We do not accept checks from new patients or new checking accounts. We gladly accept personal checks from established patients.

Q: What happens if my check bounces?

A: We will add a **\$35.00** fee to your account for any check returned to our office by your

financial institution for insufficient funds or a closed account. We will notify you by phone or by mail if your check is returned. We will expect payment of the fee plus the amount of the check by cash, debit, or credit card upon notification by our office. If we have two returned checks from any patient, your entire family may be dismissed from our practice.

Q: Can you help me complete medical forms?

A: Certainly! Due to the volume of requests for medical form completion, we do charge a modest fee for this service. Fees are determined by form length, complexity, and time required for completion. The usual fee range is from **\$25 to \$ 40**.

Q: Can I get copies of my medical record?

A: Of course! Medical record copy requests will be completed within about two weeks after the request for records is received. Our fee for records duplication follows Florida statute. The minimum charge is **\$1** per page up to 25 pages and additional pages are **\$.25** each. Express service for medical records delivery is available for an additional fee of **\$35**.

Q: What about my privacy rights?

A: Patient privacy rights are addressed by a law known as HIPAA. We are HIPAA-compliant and encourage you to become familiar with our Notice of Privacy Practices. This notice can be found in our waiting areas and you will receive a free copy if you desire.