

## DID YOU KNOW:

1. Notify us of any changes in your address or insurance information at the time of change.
2. Know your insurance policy. Every policy has its own rules and regulations. It is your responsibility to know what your coverage includes, and if referrals are required. If you come without getting proper referrals, this means you become responsible for this service.
3. We order tests that are medically necessary. It is your responsibility to know what tests your insurance policy covers and does not cover. (this includes all lab and radiology tests).
4. I understand that I may be subject to a fee for failed appointments when not cancelled within 24 hours of the scheduled time.
5. Co-payments must be made **at the time services are rendered**: (This is a health insurance requirement). If you are not prepared to make your co-payment when you arrive for your visit, your appointment will be rescheduled.
6. Pay your bill promptly. If there is financial hardship, please call (301) 589-3324 to speak to someone in the billing department immediately.
7. There is a fee for copying medical records. It is a \$22.09 processing fee plus \$.73 per page plus postage. Records may take up to 14 days to process so allow plenty of time when requesting records.
8. There will be a \$32.00 charge for all returned checks.
9. If your doctor orders tests for you, please schedule another appointment for follow up. To protect your confidentiality, results will not be discussed over the telephone.
10. Prescription refills of any kind will require 48 hours from the time of your call to process. Please do not call after hours to request refills as the doctors do not have access to your records.
11. Please contact the front desk for form completion requests and allow from 10 – 15 days for receipt of the completed form.