

## Office Policies of Lowcountry Hand Center, PC

**No Shows/Cancellations for Office Appointments or Scheduled Surgery Time:** If you are unable to keep a scheduled appointment, we ask that you kindly provide us with 48 hours notice of such. This will make it possible to give your appointment time to another patient. Failure of notification will result in a \$10 service fee. If you are unable to attend a scheduled surgery appointment and fail to provide 48 hours notification, you will be charged a \$100 service fee. This fee must be paid before the surgery can be rescheduled.

**Medical/Financial Policy:** By signing below, you authorize the physician and whomever he may designate as his assistant to render medical treatment to you or your dependent. You also authorize the physician and whomever he may designate as his assistant to release any medical information accumulated in the course of examination and treatment to any other doctor, hospital, or third party assisting in your medical care, unless specified otherwise. You further request and authorize payment of benefits to Lowcountry Hand Center, PC, when the physician accepts assignment. You also authorize the use of scanned images and/or photocopies of this assignment in lieu of originals when necessary. Patients are responsible for any dollar amount not covered by their insurance policy, i.e deductibles, co-payments, co-insurances, etc. Lowcountry Hand Center, PC, does not accept secondary payer adjustments. Regardless of coverage type, insurance claims which are not paid in full within thirty (30) days of service date will be the patient's personal obligation. As such, any and all collection fees, processing fees, and/or court fees will be added to the account balance. Any check submitted to this office without sufficient funds to cover the amount will be assessed a \$30 charge.

**Completion of Forms:** There is a \$15 fee for completion of any type of form submitted to this office. This fee must be paid in cash or by credit/debit card at the time of form submission. No forms will be faxed to employers, disability companies, etc. The form completion process may take up to 15 days. Please plan accordingly.

**Prescription Refill Policy:** Please call our office between 8:30AM and 5:00PM for prescription refill requests. Please make note that prescription requests may require up to 24 hours to process. With this in mind, please do not wait until your medication is completely out before calling. Due to limited access to charts after hours, weekends, and holidays, the physician may require you to contact the office during regular business hours for your refill.

**Medical Records Requests:** If you would like a copy of your medical records, there is a \$15 processing fee. Medical records will be reproduced in accordance with the South Carolina Code of Laws, Section 44-115-80. Medical records will be forwarded to another physician for transfer of care at no charge.

**X-Ray Copies:** There is a \$15 charge per CD for X-Ray copies. Please allow at least 48 hours to prepare.

**Co-Pays, Coinsurance, and Past Balances:** Co-pays and coinsurance amounts are DUE AND PAYABLE at the time of service. Please do not ask to be billed. All co-pays/coinsurances not paid the day of service may have a \$10 processing fee added to your account. If you don't have your payment amount with you at the time of your appointment, you may be rescheduled to another date when you are able to provide payment. All patients are required by their insurance carriers to have their co-pay and/or coinsurance amounts at the time of service. Lowcountry Hand Center, PC, will be in violation of our contract with your carrier if we do not collect your co-pay and /or coinsurance at the time of service. We will make every effort to work with you regarding any past due balance issues.

**Insurance Policies/Referrals:** We participate with most insurance plans; however, it is your responsibility to call your insurance carrier to determine whether or not we participate with your particular plan. Lowcountry Hand Center, PC, is considered a SPECIALTY practice. Many insurance companies will not pay for specialty practice charges unless a referral is given from the primary care physician. If your plan requires a referral from your primary care provider for Specialist office visits, YOU are responsible for obtaining the referral so that our physician can see you. Managed care requirements make it necessary for patients who do not have their referral at the time of appointment to either reschedule their appointment or make payment in full at the time of service. Medicaid patients who are out of visits will be self-pay. By signing this form, you authorize Lowcountry Hand Center, PC, to bill your insurance company for services rendered.

**Workers' Compensation, Motor Vehicle Accidents, and Other Liability Cases:** Our office deals with these types of cases frequently and is knowledgeable in the proper care of patients who are injured in liability situations. When making an appointment involving the situations mentioned above, verifiable contact information must be provided to our office. We will make every effort to assist you in obtaining the authorization for your office visits; however, if we are unable to obtain authorization, other payment options are available. You will need to contact your insurance carrier and ask for the subrogation department to report your accident. They will instruct you on how to fill out the paperwork. We will need a copy of this letter and/or information in order to treat you.

**After Hours Calls:** Whenever possible, please contact the office during our normal business hours of 8:30AM to 5:00PM. In the event you reach our answering service and request the physician be paged in a non-emergency situation, your account will be charged a fee of \$10 per call. This charge is at the discretion of the physician and is not covered by any insurance policies.

**Driving Policy:** Driving is not recommended if wearing any type of splint, cast, or brace; and/or after surgery or injury. We do not, and cannot determine your ability to drive safely and/or competently. You should check with your insurance company and/or the DMV regarding the legality of, and the South Carolina requirements for driving after surgery and/or injury; and for qualifying to drive with any orthotic device.

**I acknowledge all the above office policies (Signature):** \_\_\_\_\_

**Date signed:** \_\_\_\_\_