



PATIENT GUIDELINES

The following guidelines have been established for the mutual understanding and benefit of our patients and physicians.

Services:

Our Physicians provide musculoskeletal specialty services. Patients are expected to have or arrange for a primary care physician.

Prescription Refill Policies:

If you are in need of a refill, please call our office during normal office hours. Refills of medications are handled during normal office hours and can take 48-72 hours to be processed, so please do not wait until you run out of a medication to request a refill.

Our Physicians do not prescribe pain medications to non-operative chronic pain patients. Patients with chronic pain syndrome are referred to a pain management specialist for long-term care.

For Patients with Health Insurance:

You and/or your referring physician are responsible for obtaining the required payor authorization(s) for your visit(s).

Only your insurance company can determine exactly what you owe. However, as a courtesy, we will do our best to estimate your financial responsibility at the time of service.

Co-pays and deductible balances are due and payable at the time of service. Any previous balance on your account is also expected to be paid at the time of service.

Private-Pay Patients:

You are expected to pay for all charges at the time of service, unless other advance payment arrangements have been made.

If you are unable to keep your appointment:

We ask that you call our scheduling department at least 24 hours in advance to cancel your appointment. Failure to do so may result in a \$30.00 "no show" charge to your account.

Disability Forms:

There is a prepaid charge for any disability forms. The charge for completing these forms is based on the information requested and the time involved. Please allow 7 to 10 business days for the forms to be completed.

Medical Records:

When a patient requests a copy of his or her medical records, if less than 10 pages are involved, there is a charge for postage or shipping costs only. If more than 10 pages are involved, there is a charge that is in compliance with all federal and state guidelines.

There is a fee for any medical records and reports requested by attorneys, insurance companies, disability carriers, etc. This charge will be determined based on the information requested and the time involved. The requesting entity shall be billed for any such charges.

Legal Notice for Ancillary Services:

Current law and regulations require your physician to disclose ownership of in-office ancillary services, including diagnostic imaging, durable medical equipment, testing and therapy. You may choose a facility other than The Orthopaedic Institute for these services. Additional providers of these services are available upon request.

Thank you for your cooperation. As always, we appreciate the opportunity to help you achieve your wellness goals.