

Office Policies and Procedures January 2017

OFFICE POLICIES

Appointments: Please give us 24-hour notice for all cancellations. Missed appointments are subject to a charge of \$50.00 since a broken appointment may keep someone else from receiving treatment.

Phone Calls: Every effort is made to return your call quickly, however the doctor will address all non-urgent calls at the end of that business day.

Prescription Refills: In an effort to decrease the number of telephone requests for prescriptions, it is our policy that you bring ALL of your medications with you to each visit. Prescription refill requests should be made during normal business *you should always allow 48-72 Hours for prescriptions orders to be filled.* Dr. Goebel will not simply "call in" or fill prescriptions over the phone or on weekends for patients suffering from a new complaint or issue. This policy includes all Family and Friends of Dr. Goebel.

Referral Services: We encourage you to be aware of your insurance policy. If you have an HMO that requires written referrals, we remind you that ALL non-emergent referrals take 5-7 business days to process. We will not authorize any referral without previous evaluation for this complaint. Please do not call and request "phone referrals". So If You need a referral unfortunately we must see you as a patient.

Payment Policy: Payment is expected at the time of your visit, however we may, or may not, when applicable, we will file Health insurance, Worker's Compensation and accident-related claims. Any co-payments and/or amounts not covered are due at the time services are rendered. There is a \$35 Non-sufficient funds charge for all returned checks. Patients are responsible for services provided which are denied by you carrier for Workers Comp, auto accidents or other health issues.

Basic Labs and X-ray Results Policy: We call our patients regarding every "basic" Lab or x-ray result. If you have not heard from us 10 business days after your Labs or x-ray, please call us.

Labs, Testing and all Other Imaging (Ultra Sound / CT / MRI / Pet Scan) Policy:

All specialty labs and Imaging will require a follow up visit to our office to review your results. Please allow two (2) weeks or sooner depending upon your circumstances or results.

Patient Records Request:

Patients who are requesting copies of their medical record should have the requesting Physician or facility to fax over a copy of the signed request/ release form and our office will provide the requesting facility copies either electronic or on paper within 30 Days at no charge. Patients who are requesting their medical records may do so, Dr. Goebel office may charge a fee of \$1.00 per page and the patients should allow up to 30 days to fulfill this request.

INSURANCE

Deductibles must be met before a carrier will cover a portion of the cost of your care.

Copays are typically always required even after a deductible has been met by the patient.