

## PATIENT NOTIFICATION

The following are policies and procedures that are in place for the patients of Advanced Orthopedic & Sports Medicine Institute, LLC.

- Medication refills require 72-hour notice.
- Forms require 72-hour notice, and a fee of \$10 will be charged for each form, unless it is for worker's compensation.
- If you feel that you have an urgent medical situation, please call first and depending on the urgency of your condition, you may be worked in at the end of the day. Due to the status of work-in, there may be a wait. Walk-in patients will be taken only if there are open appointments.
- If your insurance requires a copay, you are expected to pay it at the time of service. If you cannot afford the copay, you will be rescheduled.
- If you are a new patient and cannot offer proof of insurance coverage, you are expected to pay a deposit of \$190 that will be applied to your first visit. This deposit may not cover the entire fee charged for the initial visit. If other procedures are performed, payment arrangements must be made before your departure from your initial visit.
- If you have an insurance plan that requires a referral to see our physicians, ex: Medicaid, you will be expected to have an authorization number before we will schedule your appointment.
- If you are worker's compensation, you are required to have a claim number when scheduling an appointment. If you do not have a claim number, we will reschedule your appointment for a later time.
- **For Motor Vehicle Accident & Workers Compensation claims** Please provide your private insurance information at the time of your first visit. This will allow us to bill them in the event your claim(s) have been denied or benefits exhausted.
- Verbal abuse of staff will not be tolerated. We understand that when you are at our office that you may be in pain, but there is no excuse for mistreatment of our staff.
- If you require an interpreter, you are required to bring one of your own. If you are unable to do this, we will attempt to get an interpreter through the hospital, but they are not always available. If there is no one available and you have not brought one, your appointment may be rescheduled.
- We are a busy specialist office in a small town. We make every effort to honor your appointment time. In order to accommodate injuries in a timely fashion, we have a very full schedule. Occasionally, due to emergencies, you may have a long wait. However, if you feel that your wait time is too long, at your request we can reschedule you to another time. We appreciate your patience!

I understand these policies and procedures.

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Signed

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Date

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Print Name