

## **Dr. Spooner's Office Policies**

### **Insurance**

- We accept most commercial insurance policies except Kaiser Permanente, Humana (unless you have selected to pay for out of network benefits), Medicaid, insurance plans that are not connected to a "Network," and changes of insurance to a new Medicare or Tricare policy.

### **Appointments**

- Please arrive at your appointment 15 minutes early to update personal or medical information.
- Copays and any unpaid balances are due at the time of an office visit.
- As a courtesy to our patients, we will attempt to email you to remind you of your upcoming appointment, but you are responsible for remembering the time and date of the appointment that you made.
- If you arrive 15 minutes late or more for your appointment, and we are unable to work you into the schedule that day, then you may be asked to reschedule your appointment.

### **Cancellations/Missed Appointments**

- We respectfully request that you notify our office at least 24 hours in advance if you'll be unable to come to your appointment. Failure to cancel any appointment without at least 24 hours notice is subject to a \$50 fee that is not covered by insurance.
- Failure to cancel a surgery without at least 24 hours notice is subject to a \$500 fee that is not covered by insurance.

### **Annual Visits With Other Health Problems**

- It is important to be aware that claims sent to your insurance carrier must accurately reflect all services provided at each office visit, including annual exams.
- If you are being seen for an annual preventative visit, these visits are not designed to address chronic or newly diagnosed issues. If an ongoing or new problem, that may otherwise have been addressed at a separate visit, is identified, discussed and/or treated at that annual preventative visit, then both services are required to be reported and billed to your insurance company.
- Your insurance company may choose to process the claim by adding a copayment or applying it to your deductible.

### **Office Charges**

- Copies of medical records are \$10/copy plus \$.50 a page up to 50 pages and \$.25 for each additional page (plus postage if mailed).
- Completion of insurance, work or school forms are \$20/form. We ask that you give us one week to fill out the forms.
- Lost or misplaced imaging or lab order forms that need to be rewritten are \$20/occurrence.
- Non-emergency after hours pages are \$30/occurrence.

### **Prescription Refills**

- Medication refills may take up to 3 business days to complete. If you need a prescription refill, please call our nurse line (option 2) and leave the exact spelling of your first and last name, your date of birth and telephone number, name of the medication, and the pharmacy name and telephone number. You may call your pharmacy to verify that they have received your prescription refill.

### **Telephone Messages**

- Messages left for our staff may take up to 1-2 business days to be returned. Please be sure to leave the exact spelling of your first and last name, your date of birth and telephone number otherwise messages may not be able to be returned.

### **Test Results**

- All test results (except normal mammograms) will be emailed to the email address that you indicate on your paperwork. If no results have been given to you 3 weeks after the tests have been performed, then please call our office.

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_