

All Island Neurology Office Policies

We would like to thank you for choosing All Island Neurology. We have written this policy to keep you informed of our current office policies.

Office Hours: Our clinic open's daily at 10am Monday- Friday.

Appointments: We see patients by appointment only. Same day appointments are usually available for urgent or sudden illness.

After Hours and Emergencies: For a serious emergency call 911 right away. If you are not sure and you call our office, please be sure to tell the person who answers the phone that it is an emergency. After hours you will reach our answering service. They will page the provider.

Urgent Need or Sudden Illness: We have a limited number of same day or "work-in" appointments available every day. Please call early in the day, as these spots fill up quickly. If there are no available appointments with your physician, the receptionist will offer the next available emergency appointment or transfer you to the medical assistant who will discuss your needs with a physician and determine what you should do.

Cancellations: Please call within 24 hours if you are unable to keep your scheduled appointment. This allows us to provide that time slot to another patient. For any TESTING appointments including NCS/EMG or any type of EEG's that are missed without 24 hour notice a fee of \$45.00 will be charged. For OFFICE visit appointments including Consultation/Follow Up that are missed without 24 hour notice a fee of \$35.00.

Running on time: We know your schedule is busy and that your time is valuable. Please let us know if you have waited more than 15 minutes so we can double check to see if you have been properly checked in. Remember that we are running several different schedules. If someone who arrived after you is called before you, they might be having blood drawn, testing or seeing a different provider.

Treatment of Minors: Patients between the ages 16-18 must be accompanied by a responsible adult or have written permission, for treatment, from a parent or guardian.

Test Results: If you have diagnostic testing, i.e., lab, x-ray, MRI, sleep study, or any other testing please schedule a follow-up appointment, within 7-10 days, to go over the results with your physician and you will be subject to your copay/coinsurance. Results will not be given over the phone.

Prescriptions and Refills:

- The best time to get a prescription refill is at your appointment.
- If you need to call for refills, don't wait until you have run out. Most refills require the doctor's approval. If your doctor is out for the afternoon, it may be the next day (or Monday) before it can be authorized.
- Don't go to the pharmacy to wait for your prescription to be called in. Call them first to see if it is ready.
- Refill requests called to us before 2:00 p.m. will be handled by the end of the day. After 2:00 p.m., it may be the next morning before your request can be addressed.

Signature/Patient or Guardian Date

- Some medications have potential side effects that must be monitored. We require check-ups every 3 or 4 months for these medications. Be sure to keep those follow-up appointments.
- Some prescriptions cannot be called in. The prescription must be printed for you to pick up.
- Don't call after hours for prescription refills. There is no access to your chart and we may not be able to help you.

Samples: We sometimes offer you samples to help you try out a new medication before you purchase it. Remember that samples are not a long term way to fill your prescription. We do not always have samples of your medications. Please do not rely on samples for medications you take long term.

Narcotics: We do not prescribe narcotics for chronic use. We do not call in narcotics after hours. If you require use of narcotics, our physicians will refer you to a pain management specialist.

Referrals: All patients should receive a referral from their primary doctor prior to consultation. All patients will be requested to provide the name of a primary physician at their first appointment, to whom we can forward our recommendations for treatment. If you are covered by a managed care plan, it may be necessary for our staff to obtain a referral prior to scheduling your appointment. If your insurance company requires a referral, it is your responsibility to work with your primary care physician to obtain this referral prior to scheduling your appointment. Careful attention to the specifics of your insurance plan can help you avoid incurring out of pocket expenses for medical treatment. If you are seen by a physician without a valid referral, all charges will be the responsibility of the patient or legal guardian. Requests to provide care which is not related to the neurological system, including requests for refills of non-neurological medications should be directed to the primary care doctor and will be provided solely at the discretion of our providers.

Dismissal: If you are “dismissed” from the practice it means you can no longer schedule appointments, get medication refills or consider us to be your doctor. You have to find a doctor in another practice.

Common Reasons for Dismissal

- Failure to keep appointments, frequent no-shows
- Noncompliance, which means you won't follow physician instructions about an important health issue
- Abusive to staff
- Failure to pay your bill

Dismissal Process

We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this letter, we will see you. After that, you must find another doctor. We will forward a copy of your medical record to your new doctor after you let us know who it is and sign a release form.

Signature/Patient or Guardian Date

All Island Neurology Financial Policies:

We have written this policy to keep you informed of our current financial policies.

No Insurance: Payment will be due at the time of service. If you are unable to pay your balance in full, you will need to make prior arrangements with our Office Manager.

Insurance: Although we are contracted with several insurance companies, it is your responsibility to make sure that our physician is in your plan. It is also your responsibility to know your insurance benefits. For insurances that the provider is out of network with, the patient is responsible for all out of network deductibles. We ask that at the time of your appointment you bring your insurance card and a photo ID as well as any other forms that will assist in making sure that your claim is filed correctly. At the time of service you will be responsible for all fees that are not covered by your insurance, including co-pays, co-insurance, deductibles and non-covered services or items received. The co-pay cannot be waived by our practice, as it is a requirement placed on you by your insurance carrier. We strive to be as accurate as possible in calculating your responsibility but, with so many variations in policies and fee schedules, we are not always exact. You may receive a statement from our office for any balance due. For your convenience we accept cash, or checks our office doesn't accept credit cards currently.

Return Checks: There will be a charge of \$35.00 assessed for any check returned by your bank for any reason.

Disability, Insurance Forms, Attending Physician Statements, FMLA: Disability forms must be filled out by a disability specialist we will not be able to fill these forms out for you. There will be a charge of \$50.00 for the completion of any other medical forms or you may be required to schedule an appointment. Payment is due at the time that you pick-up these forms. Please allow 7-10 days for the completion of these forms. If you would like the forms mailed to you or the insurance, payment will be due prior to mailing. FMLA forms require that you come in for an appointment.

Medical Records: We will provide you a copy of your medical records upon request and for a fee of .75 cents per page. You will need to sign a letter of release prior to having them copied. Please allow up to 30 days for this request to be processed.

Billing: If you receive a bill from us, it is because we believe the balance is your responsibility. Please contact your insurance company first, if you think there is a problem. If you have any questions about your bill, please call our billing department immediately at 855-362-2455. If you cannot pay your entire balance, please call to make payment arrangements.

Collections: Accounts that are not paid within 30 days begin our in house collection process. If your balance becomes 65 days old, your doctor will be notified and you may be subject to dismissal from the practice.

Signature/Patient or Guardian Date

Acknowledgement:

I acknowledge that I have received and read a copy of the **All Island Neurology Office and Financial Policies**.

Signature/Patient or Guardian Date

Signature/Patient or Guardian Date