



AZALEA GYNECOLOGY OFFICE POLICY

Patient Name: _____ Date of Birth: _____

HOURS: 8:00 am – 5:00 pm, Monday – Thursday, Friday 8:00 am – 12:00 pm.

CONTACT / INSURANCE INFORMATION: Patients are responsible to contact our office and provide us with any and all new contact information when it changes. This includes any changes to: name, address, phone numbers, email addresses, employer, insurance, and responsible parties. Failure to do so may result in our inability to contact you regarding your healthcare and financial concerns which may lead to your dismissal from Azalea Gynecology.

SOCIAL SECURITY NUMBERS: Unless paying in full at time of service, Azalea Gynecology requires patient and policyholder social security numbers on all accounts. It is also office policy to obtain drivers licenses or other photo identification of patients or the responsible party. Proper identification is required for all patients.

APPOINTMENTS: All patients are seen by appointment only. Our office will make a courtesy call to confirm all appointments 3-4 days prior to your appointment. Due to the nature of our practice, we occasionally need to reschedule an appointment you have made and appreciate your understanding should this be the case. We ask that you give us at least 24 hours notice if you need to reschedule.

- **A PATIENT WHO MISSES, CANCELS OR RESCHEDULES WITHIN 24 HOURS OF HER SCHEDULED APPOINTMENT WILL BE CONSIDERED A “NO-SHOW”.**
- **THESE PATIENTS WILL BE CHARGED A \$50 - \$200 NO-SHOW FEE BASED UPON THE APPOINTMENT TYPE THEY MISS. CANCELLATIONS OR RESCHEDULES MAY ONLY BE MADE M – TH, 8:30AM-5PM, FR 8AM-12PM.**
- **PATIENTS WHO NO-SHOW THREE TIMES WITHIN A 12 MONTH PERIOD WILL BE DISMISSED FROM OUR PRACTICE.**

TELEPHONE: During office hours the Azalea staff attempts to answer each call. However, from noon – 1pm and when phone lines are busy, please follow the telephone prompts for voicemail. If you have a medical question or concern, our staff will take your information, and our clinical staff will return your call. After office hours, a Physician is on call at all times for emergency situations only. Patients may be charged for non-emergent calls made to the on-call Physician. If you feel you have an emergency that cannot wait for regular office hours, please go to the nearest emergency room and they will contact the on-call Physician. For urgent issues that must be addressed outside our normal office hours, call the office and listen to the answering machine for instructions.

PRESCRIPTION REFILLS: Contact your pharmacy for all prescription refills. The Pharmacy will contact our office with any concerns. Our office processes refills within 48-72 hours.

ANNUAL WELLNESS VISIT: Wellness visits and problem visits may sometimes be combined and will be billed accordingly. Complex problems may require additional visits.

TEST RESULTS: Azalea Gyn patients will be notified of all test results unless otherwise specified. Please be advised that if you have not heard from us within the time frames furnished, contact our office for your results.

Pap Smears - 3 weeks, Ultrasounds - 2 weeks, Biopsies & Blood Testing - 2 weeks, Mammograms - within 2 weeks of testing.

SELF-PAY: You will be required to pay in full at completion of your visit.

LABORATORY CHARGES: All laboratory tests performed at Azalea are processed and billed to you by outside laboratories. The charge for this testing is in addition to your office visit. Your insurance information will be forwarded as a courtesy for billing purposes. We will not file claims with Medicare, Medicaid and Tricare.

FINANCIAL / INSURANCE: Azalea Gynecology participates with several major insurance carriers and we will file your insurance claims as a courtesy. **HOWEVER, IT IS YOUR RESPONSIBILITY AS THE INSURED, TO DETERMINE IF WE ARE A NETWORK PROVIDER AND HOW YOUR BENEFITS APPLY.** Understand that if you do not have a valid authorization from your insurance company to cover services performed, or Azalea Gynecology does not participate with your insurance company, you will be personally responsible for the charges in full, and agree to pay, in full, any co-pays, deductibles, or co-insurance amounts that your insurance company deems your responsibility, including those resulting from your failure to obtain the necessary referrals and/or other authorizations from your primary care and/or referring physician when required. Patient credit balances of \$50.00 or less will remain on account at Azalea unless specifically requested by the patient. Verification of eligibility will be determined by our office as a courtesy but does not insure payment for the services provided. **ELIGIBILITY INFORMATION IS OBTAINED FROM YOUR INSURANCE COMPANY BUT IS NOT GUARANTEED BY AZALEA GYNECOLOGY.** Our practice is committed to providing the best treatment possible for our patients and we charge what is usual & customary for our area. You are responsible for payments in full regardless of any arbitrary determination of usual & customary rates. **ALL OUTSTANDING BALANCES, CO-PAYMENT, DEDUCTIBLE, AND COINSURANCE AMOUNTS ARE DUE PRIOR TO SERVICES BEING PROVIDED AND YOU WILL BE BILLED AFTER YOUR VISIT FOR ANY ADDITIONAL AMOUNTS YOUR INSURANCE CARRIER DETERMINES TO BE YOUR RESPONSIBILITY.** Outstanding balances 120 days and older will accrue interest charges of 1.5% per month. Failure to comply with this financial policy may include collection activity and legal action. Any fees incurred in the collection of an outstanding debt will be the patient's additional responsibility.

AZALEA GYNECOLOGY DOES NOT PARTICIPATE WITH MEDICARE, MEDICAID, TRICARE, AND MANY OTHER INSURANCE PLANS.

Do you have Medicare coverage? Please check YES or NO. YES _____ NO _____

I HAVE READ AND AGREE TO COMPLY WITH AZALEA GYNECOLOGY OFFICE POLICY.

Patient Signature: _____ Date: _____

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