

Kern Endocrine Office Policy

1. If the patient has no insurance and/or is a self-payer, they should make payment arrangements before services are rendered.
2. If the patient is a member of an insurance plan which requires a Referral/Authorization for his/her visits, the patient is responsible for obtaining the initial authorization for their visit. Failure to do so will result in unpaid charges will be billed directly to the patient.
3. If you are not able to keep your appointment, we request that you call us 72 hrs in advance, so that we may be able to provide more timely care to other patients who could be scheduled into your reserved time slot. We require at least 24 hrs notices for the cancellation of all appointments. A \$25 charge will be added to your account if 24 hrs notices is not received prior to a missed appointment. On all missed biopsy appointments you will be charged \$50.00.
4. If you no show or same day cancel 3 times in a year, you will be dismissed from the practice and referred back to you primary care doctor for further treatment.
5. All refills should be done during office visits. If seen within the last 60 days, you may request a prescription refill by calling your pharmacy and asking them to send us an electronic refill request. Also please plan ahead. Prescriptions will be refilled within 72 hours of the office receiving the request. No prescriptions will be provided after hours or on weekends.
6. Any and all paperwork or forms that the physician are requested to complete need to be done by a special office appointment. That includes, but not limited to: Dot physicals, FMLA, disability, social security etc. There is a \$25.00 charge for all forms.
7. Please make a list of questions for your doctors/educators prior to your visit. If you have questions after you leave your visit, you must make a follow up appointment. We cannot answer questions and treat patients over the phone. If you mail or fax questions, they will be put in the chart to be addressed at the next visit.
8. When patients are requesting medical records, the patient must complete an "Authorization for Release of Medical Information." There is a processing fee payable at the time of request. Requests are usually handled within 15 business days
9. We accommodate walk in appointments as often as possible for patients with acute needs. If you need medical care when the office is closed, you can go to the nearest walk-in clinic. In case of an emergency, call 911 and go to the nearest emergency room.

If you have any questions regarding the above information, please ask.

Patients Signature: _____ Date: _____

Patient Printed Name: _____