

## Kern Endocrine Center OFFICE POLICIES

1. Insurance contracts are between the insurance company and the patients. **It is the patient's responsibility to know what services are covered by his/her insurance plan.** All services provided by Dr. Duggal and the Kern Endocrine Center that is not covered by the insurance plan will become the responsibility of the patient. If the insurance information is not provided at the time of service, the patient will be seen on a cash pay basis.
2. **It is the patient's responsibility to verify if Dr. Duggal or the Kern Endocrine Center is on the patients preferred provider list.**
3. If the patient has no insurance and/or is a self-payer, payment is due at the time of each service provided.
4. 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 first visit. Failure to do so will result in unpaid charges which will be billed directly to the patient.
5. Copay is due in full at the time of service. If you are unable to provide the copay, a 10.00 billing fee will be added to your account. For any returned checks, a fee of 25.00 will be charged.
6. Past due amounts that are greater than 90 days overdue are subject to being turned over to a collection agency. You are strongly encouraged to pay all past due amounts promptly or set up a payment arrangement with us.
7. **If you are not able to keep your appointment, we request that you call us at least 72 hours 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 a 24 hour notice for the cancellation of all appointments. A \$25.00 (\$50.00 charge for Biopsy appointments) charge will be added to your account if 24 hours notice is not received prior to your missed appointment. We will do our best to call and remind you the day before your appointment as a courtesy; however it is still the patient's responsibility to know when his/hers appointment date is.**
8. 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 us a refill request by fax or electronically. Also please plan ahead. **Prescription will be refilled 72 hours of the office receiving the request, if no prior authorization is needed.** No prescriptions will be provided after office hours or on weekends.
9. Any paperwork or forms that the physicians are requested to be complete need to be done by special office visit appointment. This includes but not limited to: DOT physicals, FMLA, disability, social security, etc.
10. Please make a list of questions for your doctor/educators prior to your visit. If you have questions after you leave, 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 your chart to be addressed at your next visit.
11. When requesting medical records, the patient must complete an "Authorization for Release of Medical Records Information." There is a processing fee payable at the time of the request. Requests are usually handled within 15 business days.
12. **All lab slip request will have to be picked up from the office by the patient. We will not mail or fax any lab slip requests.**

13. Due to the volume of patients we treat we cannot accommodate walk in appointments. If you need medical care when the office is closed or we are fully booked, you can go to the nearest walk-in urgent care clinic. In case of an emergency call 911.

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

Patients Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Patients Printed Name: \_\_\_\_\_