

# Kathryn Naus Hester MD

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## Office Policies

### Office Policy:

We are happy to assist patients who need a physician to complete forms related to their medical status. To make the process more efficient for patients, staff and providers please observe the following guidelines.

- Patients are responsible for supplying the necessary forms and should bring the forms to their scheduled appointment. Patients will be charged a fee of \$5.00 per page for forms dropped off after your appointment.
- The patient sections should be completed before your appointment.
- In some cases, forms may not be ready at the end of your appointment. If this happens, you will be notified when your forms have been completed and are ready for pick up.
- FMLA forms must be brought to your visit, as the visit time will be used to gather necessary medical information. These visits require at least a 30 minute appointment. Due to their complexity, these forms may not be completed by the end of the visit.
- Any special or complex forms must be discussed with your provider during your visit.

### Requesting Medical Records:

To request a copy of your medical records, you must complete an Authorization for Release of Medical Information form at our office. If you request the records by mailed to you, you will be notified when they are ready to be sent. If you request your records be sent to another provider, they will be sent directly to the provider. Most records request are completed within 7 working days, if not sooner. There will be a fee of \$0.10 per page for records mailed or released to you. There is a flat postage fee of \$5.00 to mail records.

### Appointment No Show Policy:

When you schedule an appointment, we set aside enough time for the physician to provide you with the highest quality of care. If you need to cancel an appointment, please contact our office right away, and no later than the date before your scheduled appointment. This gives us time to schedule other patients who need to see the physician.

Patients who do not show up for a scheduled appointment, and have not contacted our office at least the day before the appointment, will be considered a No Show and charged a \$35.00 fee. This fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit, if not before. Patients with two No Show visits may not be able to schedule further appointments.

We do realize circumstances can change at the last minute. If you were unable to make a scheduled appointment due to extenuating circumstances, please contact our office.

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Signature

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Date