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OFFICE POLICIES

PLEASE READ THOURGHLY BEFORE SIGNING. BY SIGNING YOU ACKNOWLEDGE, AGREE AND UNDERSTAND TO ALL OF OUR POLICIES AND PROCEDURES

Appointments: We recognize that everyone's time is valuable. We make every effort to maintain the scheduled appointment times for our patients; however urgent situations sometimes disrupt our schedule.

Our goal here at Chandler Endocrinology is to provide quality care to our patients. Failure to keep scheduled appointments is costly to the practice, yourself and other patients.

The purpose of follow up visits is to review lab results, glucose logs and/or other diagnostic testing results. You will be given a lab order after each visit to hold on to and have done 2 weeks before your next follow up.

Initials

Financial/Insurance: We bill participating insurance companies as a courtesy to you. However, the agreement of the insurance carrier to pay for medical care is a contract between you and your carrier.

Insurances vary in coverage, and it is the PATIENTS RESPONSIBILITY to understand his/her medical benefits. The patient portion is set by the insurance company including non-covered billable services.

We do not bill third parties or tertiary insurance. It is the responsibility of the patient to satisfy any outstanding balances at this office.

I understand if my insurance denies or recoups (takes back) any monies originally provided, I am responsible to pay all claims in full.

Initials

Payments: All payments are required at the time services are rendered unless other arrangements have been made in advance. This includes applicable co-insurance, deductibles and co-payments for participating insurance companies.

Balances are due within 30 days from the date billing statements are issued. Statements are mailed to patients after the insurance carrier pays or adjusts off their portion.

Overpayments will be refunded upon written request to the responsible party within 30 days after receiving request. Your account must be current in order to be seen by the physician, receive medication refills and obtain medical records.

Initials

Managed Care: If you are enrolled in a managed care plan (HMO),you must obtain a referral from your primary care physician's office before being seen. It is the patients' responsibility to obtain all referrals from their PCP.

Initials

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**OFFICE POLICIES (CONT'D)**

**Prescription Requests:** Chandler Endocrinology issues prescriptions during weekday office hours only. To submit a request you can call our office at Ext 181 or contact your pharmacy. If you are calling to request a refill you will need to leave your full name, the name of the medication, the dose and how often you take it. You will also need to provide your pharmacy info every time you request a script so there is no miscommunication. We will not look up pharmacy information for you. If you prefer you can pick up your script at the office or have it mailed to you. There is up to a 48 business-hour turnaround time for all prescription requests. If you were given a dose change script and miss your follow up appointment you will not be given more than a 30 day refill. All follow up appointments must be kept in order to maintain an active file and obtain refills. We suggest you call your pharmacy before leaving to pick up your medication to verify your prescription is ready. Also verify the script you're picking up is the one you ordered before leaving the pharmacy. We are not responsible for picking up the wrong prescription.

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Initials

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**Office Procedures:** All Medical questions, test results and imaging studies are reviewed by the physician. All necessary follow up phone calls will be made by a staff member. Dr Belitsky **DOES NOT** take nor return patients phone calls directly. We do not review results or treat by phone. You will have to attend your appointments for care management. We will not discuss any medical information with ANYONE that the patient has not provided to us in writing on their HIPAA release. If an interpreter is needed for any reason you will have to arrange for them to be here. We do not provide interpreter services and we will not call your insurance company to arrange one. All requests for medical records will need to be in writing and signed by the patient. We try to have them done as soon as possible but do have up to a 2 week turnaround time to be completed and sent out. There is a \$25.00 fee for all records released to the patient. All messages received have up to a 48 hour turnaround time to receive a call back. Messages are triaged at all levels and returned accordingly. All calls and messages are recorded and kept for security purposes.

I understand there is a charge based on time to complete form/letter (\$15-\$40) for all forms deemed appropriate and filled out by the physician (e.g. Disability, FMLA, Specific typed letter, etc.) When dropping off forms or requesting a letter typed, I must allow 5-7 days for completion. Forms **WILL NOT** be completed at scheduled appointments.

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Initials

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**STATEMENT OF MEDICAL COMPLIANCE**

I agree to comply with recommendations and medications prescribed. I understand that not following these instructions will be considered as non-compliance and I may be discharged from the practice.

I understand if I have a total of 3 No-Shows/late cancellations (i.e. less than 48-hour notice) or 5 frequent cancels or reschedules I may be discharged from the practice.

I have read and understand the Chandler Endocrinology, LLC office policies. I agree to assign insurance benefits to Chandler Endocrinology whenever necessary. I also agree that if it becomes necessary to forward my account to a collection agency, in addition to the balance owed, I will be responsible for the fee charged by the collection agency for the costs of collections

Signature of Patient or Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_