

## Reston Rheumatology Office Policy

Effective March 18, 2010

- You will be billed \$25 for each missed appointment that is not cancelled or rescheduled 24 hours in advance
- If you are more than 10 minutes late for your appointment, you may be asked to reschedule.
- Co-payments are expected at the time of your visit.
- **It is the patient's responsibility to find and bring an updated referral if your insurance requires one. The staff is not responsible for knowing, remembering, or obtaining a referral. If you do not present a referral at the time of your visit, you will be responsible for the ENTIRE cost of the visit.**
- Reminder calls are merely a courtesy and regardless of whether or not you receive one; you are expected to show up for your appointment.
- All requests will be processed Tuesday through Thursdays and until noon on Fridays. Please allow 24-72 hours to process all requests (i.e. prior authorizations, prescriptions, physical therapy, including but not limited to record requests).
- We apologize for the inconvenience but we no longer have a public restroom. There are however, restroom facilities down the hall beyond the elevators.

**Reston Rheumatology & Arthritis Center**