## **Practice and Payment Policies**

We would like to thank you for choosing Eden Primary Care. Our medical staff is committed to creating a collaborative and welcoming environment for you and your family. We pride ourselves on providing high quality medicine and compassionate care for all our patients. The following information outlines your responsibilities related to participation and financial obligations due to the practice.

Co-Payments:

Your insurance company requires us to collect co-payments at the time of service. Waiver of co-payments may constitute fraud under state and federal law. For this reason, we require that co-payments be paid at the time of the visit. Cash or check is preferrable. For your convenience we do accept credit cards as well.

Patient Balances:

Co-insurance, deductibles, and balances due after your insurance carrier has processed your claim will be your responsibility. Balances can be paid in person, via mail or through MyChart online. Accounts that remain unpaid after ninety (90) days may be transferred to a collection agency and/or attorney.

Other Administrative Fees:

It is the policy of our practice to monitor and manage appointment no-shows and late cancellations. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours in advance. Prompt notification allows our practice to better utilize appointments for other patients in need of prompt medical care. Patients who fail to show, cancel, or reschedule an appointment without 24-hour notice will be charged the following fees: Follow-up visits $50.00, New Patient Visits $100.00. It is also the policy of our practice for patients to arrive 15 minutes prior to their scheduled appointment. If a patient arrives late to a scheduled appointment, the physician will have the option to reschedule that appointment to another date. This is important to provide timely and efficient care equally for all patients in our practice.

Description

“No Show” shall mean any patient who fails to arrive for a scheduled appointment. “Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. “Late Arrival” shall mean any patient who arrives at the clinic 20 minutes after the expected arrival time for the scheduled appointment.

Medication Refills:

It is the patient’s responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to three (3) business days, so do not wait to call. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.

Medication refills will only be addressed during regular office hours (Monday – Friday (8:00am – 5:00pm). Please notify your provider on the next business day if you find yourself out of medication after hours. No prescriptions will be refilled on Saturday, Sunday or Holidays unless in an absolute emergency.

It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations will result in a denial of refills.

Controlled substances are to be taken strictly as directed and cannot be refilled before they are due for refill.

## **Code of Conduct / Patient Termination**

For our staff to provide timely and high-quality care to patients we have listed behaviors that will not be tolerated and will be grounds for termination from the practice.

1. No-show, cancellation or rescheduling of an appointment without 24-hour notice 3 or more times.
2. Refusal to follow recommended medical advice, noncompliance with recommended medications, or failure to follow through with specialty visits over the course of 3 months.
3. Violation of the terms set forth in the Controlled Substance Abuse Agreement Form
4. Any physical or verbal threats, harassment or assault will not be tolerated and are grounds for immediate dismissal.

In the case that any of these policies have been violated, the decision for dismissal from our practice is taken with your best interest in mind and that of our other patients. The following steps will be taken to ensure a smooth transition of care.

1. You will receive one warning letter of the policy violations accrued.
2. If any additional policies are broken, you will then be notified that you are being discharged as a patient from Eden Primary Care letter via mail and/or MyChart. You will be allotted 30 days from the date of dismissal to seek care from another provider. Medication refills will suspend permanently after 30 days of the termination letter.
3. You will receive a final letter after 30 days from the original dismissal date stating Eden Primary Care will no longer participate in your healthcare and will not refill medications.

Sincerely,

Dr. Brigid O’Gorman

Eden Primary Care

(716) 575-7282

# PLEASE BE AWARE!

IF YOU…

No Show, No Call or Cancel your Appointment Less than 24 hours’ the following Charges Apply

**Follow Up Visit $50.00**

**New Patient Visit $100.00**