

## *Office Policies and Procedures*

When unable to keep an appointment kindly give the office 24 hours notice or a charge may be made for the time reserved. If you do not keep an appointment and do not cancel, you may be charged for the full appointment.

Payment of services is due at the time of your appointment unless previous arrangements have been made with the office. We accept cash, personal checks and all credit cards.

Your visits to our office and your treatment is completely confidential unless you give permission to release information except in the following instances where the law mandates us to report same:

- 1) suspected child or elder abuse or neglect
- 2) you are an imminent danger to yourself or others
- 3) Court order or subpoena.

Our answering service is available 24 hours a day. If we are unreachable in the case of a life threatening emergency, go directly to nearest emergency center or hospital.

I hereby authorize Dr. Xenos to diagnose and/or treat myself and/or a minor or individual for whom I am the parent or legal guardian. \*If you are bringing a minor for treatment for whom you are not the legal guardian or do not have full custody, please notify the office so that we may contact the guardian for authorization.

I further authorize the release of information for claims, pre-authorization of treatment and/or case management by my insurance company and/or other healthcare providers. Anyone else will require a separate authorization by you for each instance. We respect your confidentiality and all personal information is guarded.

Should your doctor be asked to appear in a court proceeding, give testimony, be deposed by your attorney or by opposing counsel and/or act as a percipient witness, you will be responsible for all charges & costs.

Any account balance 30 days past due may be assessed a finance and/or late charge. Failure to resolve the balance or make arrangements with the office may result in a Final Notice when it becomes 90 days past due. If the matter remains unresolved your account may be assigned to a collections agency and you will be responsible for all costs to collect the balance. You will be notified of all action (s) taken to resolve the overdue balance.

**Thank you!**

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Patient or Responsible Party Please Sign Here

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Dated

\*The Open Payments database is a federal tool used to search payments made by drug and device companies to physicians and teaching hospitals. It can be found at <https://openpaymentsdata.cms.gov>.

For informational purposes only, a link to the federal Centers for Medicare and Medicaid Services (CMS) Open Payments web page is provided here. The federal Physician Payments Sunshine Act requires that detailed information about payment and other payments of value worth over ten dollars (\$10) from manufacturers of drugs, medical devices, and biologics to physicians and teaching hospitals be made available to the public.