

Southwest Ohio ENT Specialists Inc. - Office Policies

We would like to thank you for choosing Southwest Ohio ENT Specialists as your provider. We have written this policy to keep you informed of our current office policies.

Office Hours: Our office is open Monday - Friday, 8:00 a.m. – 5:00 p.m.

Appointments: We see patients by appointment only. Same day appointments are handled by our triage nurses.

After Hours and Emergencies: For a serious emergency, call 911 right away. If you are not sure and you call our office, please be sure to tell the person who answers the phone that this maybe an emergency. After hours you will reach the Medical Society. They will page the physician on call.

Cancellations: Please give a 24 hour notice or more if you are unable to keep your scheduled appointment. This allows us to provide that time slot to another patient.

No Show Policy: If two appointments are missed without a 24 hour notice, you may be asked to seek medical care elsewhere.

Late Policy: Patients arriving more than 15 minutes after their appointment time may be asked to reschedule.

Running on time: We know your schedule is busy and that your time is valuable. Please let us know if you have waited more than 15 minutes so we can double check to see if you have been properly checked in. Remember that we are running several different schedules. If someone who arrived after you is called before you, they might be seeing a different physician.

Prescriptions and Refills:

- The best time to get a prescription refill is at your appointment.
- If you need to call for refills, do not wait until you have run out. Most refills require the doctor's approval. It may be the next day (or Monday) before it can be authorized.
- Refill requests called to us before 2:00 p.m. will be handled by the end of the day. After 2:00 p.m., it may be the next morning before your request can be addressed.
- Always call the pharmacy to see if your prescription is ready for pick up.
- Some medications have potential side effects that must be monitored. We require interval check-ups for these medications. Be sure to keep those follow-up appointments.
- Some prescriptions cannot be called in. The prescription must be picked up and valid ID presented.
- To receive a refill the patient must have been evaluated in the office within the last twelve months.

Dismissal

In some instances, a healthy patient-physician relationship can no longer be maintained. Common reasons include:

- Failure to keep appointments
- Noncompliance, which means you won't follow physician instructions about an important health issue
- Abusive to staff
- Failure to pay your bill

If you are "dismissed" from the practice it means you can no longer schedule appointments, get medication refills or consider us to be your doctor. You will have to find a doctor in another practice. We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this

letter, we will see you. After that, you must find another doctor. We will forward a copy of your medical record to your new doctor after you sign a release form.

Treatment of Minors: Patients under the age of 18 must be accompanied by a parent/guardian. If the parent/guardian is not present, the decision whether or not to see the patient is up to the physician.

Post-Operative: Instructions are listed on our website www.soents.com.

Narcotics: We do not prescribe narcotics for chronic use. We do not call in narcotics after hours. If you require use of narcotics for chronic conditions, our physicians will refer you to a pain management specialist.

Test Results: If you have diagnostic testing, you will be scheduled for a follow up appointment to go over the results with your physician. This is very important to attend this appointment to discuss treatment options.

Southwest Ohio ENT Specialists Inc. - Financial Policies

No Insurance: Payment will be due at the time of service. If you are unable to pay your balance in full, our billing department will work with you to make arrangements.

Insurance:

- Although we are contracted with most insurance companies, it is your responsibility to make sure that our physician is in your plan. It is also your responsibility to know your insurance benefits.
- As a courtesy to our patients we will file insurance forms from our office. In order to do this we will require information from you. We will need all your demographic and insurance information at the time of your appointment. We will also request an update on this information approximately every year thereafter.
- We ask that at the time of your appointment you bring your insurance card. This will assist in making sure that your claim is filed correctly.
- The co-pay cannot be waived by our practice, as it is a requirement placed on you by your insurance carrier.
- You may receive a statement from our office for any balance due. For your convenience we accept cash, checks, credit cards (Visa, MasterCard, American Express and Discover), and money orders. Payments are also accepted by phone and through the website.

Worker's Compensation: Southwest Ohio ENT Specialists is not contracted with Worker's Compensation.

FMLA: There will be a charge of \$25.00 for the completion of medical forms. Payment is due at the time that you drop-off these forms. Please allow 2 weeks for the completion of these forms.

Medical Records: We will provide you a copy of your medical records upon request. You will need to sign a letter of release prior to having them copied. Please allow up to 7 – 10 days for this request to be processed.

Billing: If you receive a bill from us, it is because we believe the balance is your responsibility. Please contact your insurance company first if you think there is a problem. If you have any questions about your bill, please call our billing department at 937-496-2620, option 2.

A COPY OF THIS FORM WILL BE PROVIDED AT YOUR REQUEST. PLEASE INFORM THE RECEPTIONIST.

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