

Carolina

GYNECOLOGY, PA

Financial / Office Policies (Co-payments are due at time of service)

Credit Card on File:

Our office policy requires a credit card on file. You are welcome to leave a HSA (Health Savings Account) or Flex card on file. We will e-mail you 5 days before the card is deducted. If you feel that the charge is incorrect, we can hold the charge until you sort out the situation with your insurance company. Care on file is used for anything the insurance company does not cover (this includes co-pays, deductibles and co-insurance).

Returned Check Fee:

We are happy to accept your personal checks. In the event that the check is not honorable by your bank for insufficient funds, there will be a \$25 charge to cover the returned check fee. All patients that had checks returned to us will be required to pay by some other method (cash, debit, or credit card) in the future.

No Show & Same Day Cancellations:

If you are unable to keep your scheduled appointment, please call the office immediately. Please give us at least 24-hour notice for cancellation or by our policy you may be subjected to a \$40 no show / same day cancellation charge. We reserve the right to discontinue our service after (3) missed appointments.

Confidentiality:

Our work together is completely confidential, as are your records. Your social security number is required for billing and financial responsibility. This information is protected under the same confidentiality laws as your personal medical records. Your explicit permission is required to release information about your treatment to doctors, insurance companies, family members or others (including other practitioners).

Refunds:

The office policy on refunds is such that you will not be reimbursed for refunds less than \$20. All refunds less than this amount will be reserved and applied towards future charges that incur. All refunds can take up to 60 days as processed through the executive office.

Discrimination:

We do not tolerate discrimination. We do, however, maintain the right to terminate care in the setting of violence, abusive or threatening behavior, noncompliance with care and / or office policies, and failure to make payment arrangements.

Medical Records / Billing:

We are happy to process your request for medical records. Our fee may be up to \$20 for copying, faxing and / or permanent transfer of medical records above 15 pages or more. For questions regarding billing, please contact our office directly at (919) 846-6962.

Prescription Policy

We are unable to call in routine prescription refills after normal business hours, as we may not have any access to your chart. If this is necessary, you may be subjected to a \$25 charge. Please contact your pharmacy for refill requests and allow up to 48-hour notice for routine prescription refills.

I, the undersigned, have read and understand the financial and office policies described in this document for Carolina Gynecology, PA and agree that I am subject to these policies until they are revoked in writing.

Signature of Patient or Legal Guardian

Date