

WELCOME TO OUR PRACTICE

In order to make your visit with our practice a pleasant experience we would like to share with you some office policies we find necessary to follow. These policies will help expedite your time spent in our office.

Copays/Deductibles and Co-Insurance – These amounts will be asked for at the time you check in. Please be prepared to give a check, credit card or cash at check in.

Referrals - If you have an HMO or POS plan you must have a referral for each visit. This referral must have Office Visits and X-rays on the form. Referrals are good for an allotted amount of time, **usually 60 days**, and for an allotted amount of visits, **usually 3 OV**. Please check with the check-in desk upon your arrival to determine how many visits/days you have left on your referral. They will be happy to answer any questions that you may have at that time. *This will avoid having to reschedule an appointment due to your referral being expired.*

Medication Refills - Refills for medications given by the physician should be obtained by calling your pharmacy for the refill. Please do not call the office, this will only cause you to make an additional phone call to get your medication refilled. **Refills are not approved after normal business hours, weekends or holidays, so please call in your refill in time for the pharmacy to call our office during normal office hours.**

We will not prescribe narcotics in any fashion for treatment of arthritis. We will only give pain medication during the initial evaluation period not to exceed two weeks and, in the postoperative period, not to exceed six weeks. All other pain management will be referred to a pain management specialist.

Post-op Appointments - If your physician has determined you have a need for surgery, you will need to make an appointment to return after the surgery. We will be happy to make this appointment for you during your checkout for your office visit. Please discuss with your physician how many days post-op you should set your return visit for and let the checkout personnel know to set your return visit. This will avoid you having to call the office after surgery.

Minor children – All minor children (under age of 18 years) must be accompanied by a parent during an office visit.

FMLA/Disability/Insurance Forms – There is a \$15.00 per form charge to fill out FMLA, disability or insurance forms. The forms will be returned to you via mail or you can pick them up. Make sure your name is on the form. Please allow at least 5 working days for processing.