



**OCONEE**  
Physician Practices  
**FINANCIAL POLICY**

**COLLECTION OF PATIENT AMOUNTS DUE**

Insurance companies require that we collect any co-pay or co-insurance amounts at the time of service. We will collect the co-pay amounts at the time of check-in to avoid a wait at check-out. All co-insurance amounts will be collected at the time of check-out. Please understand that you will be responsible for any amounts not paid by your insurance company.

We understand that temporary financial problems may effect timely payment of your balance. We encourage you to communicate any such problems so that we may assist you in the management of your account.

We understand that there may be special agreements between parents regarding a child's medical expenses. However, the parent that brings the child in for a visit is responsible for making payment on that date of service.

**PRESCRIPTION REFILL REQUESTS BY PHONE**

We will generally need to see an existing patient back in the office prior to calling in a prescription. However, in rare cases where it's appropriate to write the prescription, there will be a \$15.00 charge in order to cover operating costs. This is not generally covered by your insurance.

**DISMISSAL OF PATIENTS FOR FINANCIAL REASONS AND MISSED APPOINTMENTS**

Patients can be dismissed from the practice for a number of reasons, including the following financial situations:

1. Collection Agency Turnover will result in a dismissal from the practice if a patient fails to pay his or her balance within thirty days of turnover.
2. Expedited dismissal occurs when a patient is not honoring his or her financial responsibilities.

All patients should be given at least thirty days notice before being dismissed from practice unless instructed otherwise by physician.

After a patient is late by more than 15 minutes to the scheduled appointment then the appointment will be considered a "missed" appointment. If a patient arrives after 15 minutes, the practice will follow the physician preference for seeing or rescheduling the patient. If a patient fails to arrive without notice, then it will be considered a "no show." After the second "no show" the patient will be charged a \$15 fee that will need to be paid in full before rescheduling the next non-emergent appointment.

A patient "no showing" for three appointments within a 12 month period may be dismissed from the practice under the discretion of the provider.

Absences may be excused by the provider or office manager under extenuating circumstances.

**This notice is yours to keep.**