

**Anil K. Gupta, M.D.**  
**and**  
**Gupta ENT Center West**  
**www.guptaentcenter.com**  
Pediatric and Adult Otolaryngology

Welcome to Dr. Gupta's office. We look forward to treating your ENT patient needs. Please review the following handbook thoroughly, as it has a lot of very important and informative information that may affect you as a patient of Dr. Anil K. Gupta and the Gupta ENT Center. We offer many different services such as full audiological services for infants and adults, hearing aids, allergy testing and allergy shots, vestibular therapy & rehabilitation for things such as Vertigo and/or TMJ; just to name a few. We are here for your treatment and well being and strive to make your appointment the best experience it can be. Please let our staff know if you have any questions or suggestions in your experience with our office. Thank you!

**Office Hours:**

Our office is open from 9 - 5 p.m. Monday through Friday. We do offer one Saturday a month in his Royal Oak office; inquire on which Saturday as, this does change monthly. The office is closed daily for lunch between 12-1 p.m. and we are closed for traditional holidays.

\*(Gupta ENT Center reserves the right to alter his business hours)

**Specific Service Hours**

*Dr. Gupta sees patients in Royal Oak on:*

Monday, Wednesday and Thursdays: 9:00am – 5:00pm

Fridays – office hours vary. Call to inquire.

*Dr. Gupta sees patients in West Bloomfield on:*

Tuesdays 1:00 pm – 5:00pm.

*Dr. Gupta performs surgeries on Tuesday and Friday mornings*

*Audio Tests* are performed daily at both offices.

*Vestibular Therapy & Rehabilitation* treatments are Tuesday, Thursday and Friday mornings between 9:00am and 12:00pm in his Royal Oak office

*Allergy Testing* are scheduled in his Royal Oak office on an as needed basis, please inquire with the doctor for this scheduled time.

**After Hours:**

For surgical and medical emergencies after hours and on weekends, please call our *Answering Service* at

248-584-6189. We share calls with other otolaryngologists in the area. The operator will take a detailed message and one of us will call you back as soon as possible. Please do not call for prescription refills through the answering service.

**Appointments  
and Sign In:**

When signing in please provide us with all of your insurance cards and drivers license. We scan these cards and ID into our database to make it easier for you upon your return visits. We use an electronic medical software that is password protected, encrypted and not internet based; it secures your information for your protection. We are required by law to be able to identify you each time you are seen by Dr. Gupta, this includes your social security number on the registration form. All information requested on the registration form must be filled out completely for us to treat you properly. Please understand that with the change in healthcare laws and the Affordable Healthcare Act, there are questions and information that by law we are mandated to ask and provide. Please understand that our first priority is your protection and we take it very seriously. We understand in this day and age the fears of identify theft and personal information being out there, however being a medical provider and dealing with insurance agencies, there are standard regulations we must comply with to serve you.

If required by your insurance,(HMO's) a referral form from your primary physician, is your responsibility to provide. We can not bill for your appointment without this. You may be required to pay for these visits at the time of service, however once the proper billing documentation has been received and billing processed, we will refund any monies due to you immediately. We see all patients on an appointment basis.

Delays in the schedule are sometimes inevitable due to untimely emergencies. If this happens, we appreciate your consideration and understanding and hope that those waiting will understand that when seen, they, too, will be given as much time as necessary with the doctor and staff.

We have designed our waiting area with you in mind. We hope you are comfortable while you wait and that you are seen on time. Although we schedule patients by appointment in advance, we will make every attempt to accommodate those in need of emergency or urgent care as quickly as possible. Depending on the nature of the problem it may be necessary to proceed to the Emergency Center for care.

Every patient needs an appointment. ***If more than one person in the family is to be seen, please make more than one appointment.*** When delay affects your schedule, please do not hesitate to request another appointment and we apologize for any inconvenience.

**Referrals:**

When you are referred for care by another physician, a report will be sent to that physician either on completion of your care or at timely intervals during your treatment.

**Hospitals:**

Dr. Gupta practices at both William Beaumont Hospitals in Royal Oak and Troy and Great Lakes Surgical Center in Southfield. He is also on staff at St. John's Providence Park Hospital.

**Prescriptions:**

We prefer not to diagnose and treat medical problems over the telephone and request that you do not ask us to do so. Appropriate medical care cannot be given this way. When refills are low, it is time for an appointment. If Dr. Gupta has not treated you for more than a 6 month period of time, he will require you make an appointment for any additional refills.

**MRI / CT Scan Testing:**

If Dr. Gupta gives you a script for additional testing to be scheduled, please know that our office needs at least a 48 hour time period, prior to your scheduled appointment date, to obtain authorization from your insurance company. We do our best to handle this in a timely manner for you.

**Test Results:**

The staff is not allowed to give you the results of diagnostic testing. Dr. Gupta will call to inform you of test results and treatments plans once they are received by our office. Please allow at least 48 hours after the test is done for reports to be prepared and sent for Dr. Gupta's review. ***If you have not heard from Dr. Gupta within that 48 hour time period please call our office and bring this to our attention.*** Your follow up care is very important to us.

**\*\*It is your responsibility to be aware of the various fees that be applied to your account, aside from your office visit billing and treatment\*\***

**Fees:**

We make every effort to hold down the cost of your health care and we believe our fees are fair and in line with others in our area. **As a patient, you are responsible for your bill**

**or co-pay at the time of services rendered.** It costs us money to send out our patient statements. As we understand this is a cost of running a business, we do reserve the right to charge you a statement fee of \$10.00, if we have to send you a statement because you did not pay your co-pay/balance at the time of your appointment. Charges for office visits and surgery are determined by the time spent with the patient and vary with the severity and complexity of the problem.

**Also please see our cancellation policy and missed appointment fees!**

***Duplicate Receipts:*** At the time /date of your appointment, should you need a copy of your receipt for any services paid, we request that you ask for them at that time. Should you call the office after your appointment date or at the end of the year for an account summary for taxes, we will charge you a fee of \$10.00 The request for copies needs to be requested in writing and could take up to a week to process. Thank you.

**Collections:**

We do send delinquent accounts to collections! Should this happen to your account, **THERE WILL BE FEES** added to the balanced owed.(see above statement fees) We make every attempt to collect any balances due in house prior to this happening. Should patients not respond to bills sent or an address change or a problem that has not been updated within our office, you will STILL be sent to a collection agency and fees will be added to the balance owed. We have made payment arrangements in various situations, but if you do not address the bill, we have no other recourse. We understand we are here for our patients and their well-being, however we are a small business and need to address all cost involved in running a medical practice for you. We are all in this together!

**Social Media:**

We live in a new day of social media and internet ease. Although there are some great advantages to these conveniences, please use these sites with responsibility. We take care of thousands of patients and unfortunately can not make everyone happy. There is ALWAYS a larger picture to a negative review or a rant that someone may post. As a small business and a medical provider we take these comments and post very seriously and it is unfair for slanderous words to be publicly posted in the heat of emotions, whatever the senior may be. We care very much

about your experience in our practices, but ask that you responsibly and fairly use social media as a way to express yourself about our practice. You can always reach the doctor via email at [aguptaent@gmail.com](mailto:aguptaent@gmail.com). Thank you.

**Canceling  
Appointments**

If you are unable to make your scheduled appointment for any reason, please call our office as soon as possible to reschedule your appointment. **If a patient does NOT call to cancel their appointment and does NOT show up for their** scheduled appointment time, Dr. Gupta reserves the right to enforce a no show / no call fee to your patient account. **This fee will be \$25.00 for the first time this happens and increase by \$10.00 for every instance this happens there after.** We understand that situations come up that are out of our control and we are happy to work with you, if you communicate with us. However this issue raises a financial loss and cost the practice to maintain these missed schedules times. We need to work together to maintain a successful practice. **This office policy is most important with Audio appointments!!**

**Insurance:**

If you have medical insurance, we will gladly file a claim with your insurance carrier for surgical procedure or for office visits when you have an insurance plan with whom we participate for these services.

Payments may vary considerably between types of insurances polices and even with the same carrier. We will provide an itemized receipt which the patient can file for reimbursement and which contains all the information necessary for your insurance to process a claim. Should you need this type of receipt, you must ask for it the day of your visit. Should you call for one there will be a charge for this and it may take up to a week to be done. If you have coverage with an insurance company with whom we participate, we will bill the insurance for you. If you are enrolled with an HMO or a PPO with whom we participate you must make the co-payment at the time or service.

We participate with Medicare, **but not any Medicaid policies.** We also DO NOT participate with the AFFORDABLE HEALTH CARE ACT.

**Confidentiality:**

For your protection no records will be released from this office without a written and signed authorization by the patient or legal guardian. Our medical software system is

encrypted and password protected, nor is it internet based for your protection.

We thank you for the opportunity to treat your medical needs and welcome any suggestions you may have in making our office a comfortable experience for you and your loved ones. Feel free at anytime to visit our website at [www.guptaentcenter.com](http://www.guptaentcenter.com) or email us directly at [aguptaent@gmail.com](mailto:aguptaent@gmail.com)

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