

Caring Podiatry - Office Policies

Requesting an appointment:

- Call one of our offices to speak with someone about booking your next appointment
- Book online via our website

We do our best to accommodate same day appointments and will typically see emergencies within 24 hours.

Before your appointment:

- New patients - Visit us online to print a new patient packet. We highly recommend this be done prior to showing up to your appointment as it will help expedite the check in process.
- Returning patients- If your address, phone number, or insurance has changed, please let us know while scheduling your appointment so that we can have the most up-to-date record for you
- Check your insurance to see if you require a referral for specialty care - Your healthcare insurance may require that you have a valid referral for each and every office visit and procedure. A referral gives our group authorization to provide you with needed care and treatment. Please contact your primary care physician for any needed referrals.
 - IF YOUR REFERRAL IS ISSUED ELECTRONICALLY OR SENT BY FAX, YOU MUST CONTACT OUR OFFICE AND CONFIRM THAT WE HAVE RECEIVED PROPER AUTHORIZATION FOR YOUR VISIT.
 - IF YOUR REFERRAL IS NOT RECEIVED AND YOU ARRIVE AT THE OFFICE FOR YOUR APPOINTMENT, YOU WILL BE REQUIRED TO TAKE ANY FINANCIAL RESPONSIBILITY FOR THE OFFICE VISIT / TREATMENT RENDERED.

Day of your appointment:

- Plan to arrive 15 min before your appointment time to complete your registration, insurance information, medical history and preventative care measures (if you have not done so at home prior to arrival).
- When you first arrive, please register with the receptionist.
- Patients are required to bring all insurance cards and a valid photo ID to your appointment.
- All copays and visit payments will be collected before you see the doctor.
- Be courteous. We ask that you please turn off your cell phone the waiting room so as not to disturb other patients.

Running late/Cancelling an appointment:

- Please be prompt. Time is valuable.
- If you arrive 15 minutes or later after your scheduled appointment time, your appointment may need to be rescheduled.
- We require that patients give us 24 hours advanced notice prior to cancelling any appointments. There is a designated appointment slot blocked for you, which could go to other patients in need. Be mindful of this
- If you no show for your appointment, you will be issued a warning. Any subsequent no shows, without prior notice may incur a \$25 charge.

Test results/ Insurance Authorizations

- When test results are returned to the office, they are first reviewed by your doctor. Once reviewed and made available, our nursing staff will notify you. Please do not call to request test results before one week has passed. You may be asked to call the office and

make a follow-up appointment with your doctor to discuss the test results and follow-up plan, if necessary.

- Insurance authorizations are a time consuming task and our staff work diligently on obtaining all authorizations in a timely manner. Most authorizations are received within a week. Expect to hear about authorizations for procedures, surgeries, bracing etc. within 7-10 days.
- Refilling Your Prescription
- When you need a general prescription filled, contact your pharmacy. The pharmacy will notify our office to have the prescription renewed.
- If you need a refill for a controlled medication, please call the office to schedule an appointment. Controlled substances cannot be called into the pharmacy.

Miscellaneous forms/Paperwork to be filled by your Physician

- We are happy to accept and help with medically related forms that require your doctor's signature. However, many times advanced notice is required and many times forms cannot be filled and returned same day. Forms will usually be returned within 7-10 days.
- We ask that you fill out all of the pertinent information like your name, address, date of birth, social security number, and employer. Make sure to sign your name if the form requires it.
- 10.00 fee will be required

Medical Records

- Sometimes, our patients will need a copy of their medical record in order to transfer to another provider. A records release form must be filled out in order for our office to transfer your records to another doctor.
- Our patients may request a copy of their medical record for themselves, an insurance application or legal representation. The patient, insurer, or legal counsel will be billed at \$1.00 per page.

Paying Your Bill

- Bill payment can be done in office, by phone or mail.
- Our knowledgeable and experienced billing department is ready to help you with payment and insurance related questions. They are available Monday through Friday, 9:00am until 4:30pm