

ARKANGEL ENDOCRINOLOGY AND DIABETES, PLLC - OFFICE POLICIES

NAME:

DOB:

FINANCIAL POLICY

For detailed "Financial policy" look up and sign dedicated, separate document.

Please bring your insurance card to each visit – if your insurance changes, please confirm that our office is contracted with your new plan. If your insurance requires co-pay for office service – it is due at the time of the service. We accept cash, checks and credit cards. Your appointment will be cancelled if you are not prepared to pay the co-pay upon arrival.

If your insurance requires an authorization or a referral – it is YOUR responsibility to be aware of this and obtain the referral from your primary care physician. If no referral has been received 48 hours prior to scheduled appointment, it will be rescheduled or cancelled.

CANCELLATION POLICY

Patients are seen by appointments only and appointment time is reserved specifically for you – when you fail to show or cancel last minute, it is not only a financial loss to the practice, but it is also a time that we could offer to another patient that needed to be seen. For this reason, if you fail to show to the appointment or cancel with less than 24 hours' notice, we will assess \$50.00 fee to your account.

Fee will be waived for unforeseen circumstances.

PATIENT CARE AND SERVICES/REFILLS

Phone will be answered from 7:30 AM to 4:00 PM, with break for lunch 12PM to 1 PM.

- Refills are handled during office hours only
- To facilitate the refill, pharmacy should send us electronic or fax request for refill
- Patient may also request refill via patient's portal
- Please allow 2 business day to fulfill the request and longer, if medication requires prior authorization from the insurance (patient can verify with insurance how long it takes to process the request and make decision regarding coverage)
- If you need insulin pump or sensor supplies, please have your usual provider fax the order form (standard order form provided by vendor) to our office, so we can fill out and sign the form and provide all supporting documentation.

AFTER-HOURS/ OUT OF OFFICE COVERAGE

After hours care:

If you have a life-threatening issue, please call 911.

For non-urgent matters, preferred way of communication is patient portal – you can sign for it at any time. Please note that portal is not a replacement for office visit and it serves only for quick communication like – appointment request, medication request, records request, labwork request etc.

For all non-endocrine issues please contact your primary care provider.

LAB WORK RESULTS

Please allow 5 - 10 business days for routine labwork results delivery – we strive to deliver results as soon as it is possible – due to heavy load of laboratory data and some of the labs requiring longer processing time it may take longer to get results back.
Urgent/ STAT labs will be resultated as soon as received.

RECORDS REQUEST/ FORMS

If you change the office/ physician, we will be happy to send records electronically free of charge – please sign the release of records form and provide fax number. If you wish to receive paper records/ results, we will assign the fee per page, according to the industry standards.

Your primary care physician is the best resource to help you to complete forms including but not limited to FMLA, disability etc. Our office reserves the right to charge \$40.00 in advance for form completion.

STANDARD OF CONDUCT

At Arkangel Endocrinology and Diabetes, PLLC we embrace culture of mutual respect which is expected of everyone including doctors, staff, patients and families. Failure of our staff to follow this policy will result in corrective action.

Offensive or demeaning behavior by patient or family member toward our staff or physicians will result in our withdrawal from patient’s medical care.

Your signature signifies your understanding and willingness to comply with these office policies

SIGNATURE

DATE