



Lloyd Costello, M.D., A Professional Corporation
DBA CoraMed Healthcare, Inc.

Important Company Policies

We at CoraMed Healthcare strive to provide the best personalized care available. To make this possible we adhere to a set of very important policies. Please read them carefully, initial all the lines and indicate your agreement by signing at the bottom.

_____ Late Policy “10 minutes”

Being late more than 10 minutes will require you to either reschedule or wait for the next available opening. There is no guarantee that we will be able to accommodate you, since openings due to cancellations are unpredictable.

_____ No-shows are bad

You are special to us and we schedule the appointment specifically for you. It is uninterrupted time between you and your provider to address your health concerns. Failure to make it to your appointment without notice is called a “No-show”. No-shows could jeopardize your health, take up valuable time for another patient, and chronic “no-show” behavior is grounds for dismissal from our practice. Please be courteous and responsible.

_____ Cell phone must be OFF or SILENT

We realize an emergency may arise, however, please be courteous and silence your cell phone when entering the office.

_____ Children requiring supervision and others are NOT ALLOWED TO ATTEND APPOINTMENTS WITH YOU.

Because we do not offer child care services during your visit, you may not bring children who require supervision with you to your appointments. If your child does not require supervision and is capable of waiting for you quietly, then you may bring them. If any disturbance is caused to other patients, our staff may ask you to terminate your appointment early and attend to your child. Due to Healthcare Privacy to you and other patients, your relatives, companions and visitors must remain in the lobby. Exceptions can be made as needed.

_____ Insurance ownership

I declare under penalty of perjury in the State of California that the insurance information is true and correct and that I am a direct beneficiary (self, spouse, child) of the policy holder, and this is not a third party insurance.

_____ Co-pays are due upon arrival

If you happen to forget your wallet, you will need to reschedule your appointment.

_____ Important Notice from the Federal Government

It is unlawful to avoid paying co-pay, deductible, or coinsurance payment... even if your provider allows it. You both may be charged for breaking the law. This includes services deemed as “professional courtesy” and TWIPs “take what insurance pays”. Failure to comply places you in violation of the following laws; Federal False Claim Act, Federal Anti-Kickback Statute, Federal Insurance Fraud Laws, and Statute Insurance Fraud Laws. Failure to comply may result in civil money penalty in accordance with the new provision of the Health Insurance Portability and Accountability Act of 1986. Exceptional cases do apply. Contact OIG for more information. Office of Inspector General, Department of Health and Human Services, 202-619-1343.