



BURLINGTON MEDICAL CENTER OFFICE POLICIES

- We will contact all patients 48 hours prior to their appointment. We ask that you notify our office at 24 hours before if you cannot keep your scheduled appointment so that another patient in need of treatment can be seen. **There is a \$75.00 charged for missed appointments. For patients having a procedure:** We will contact all patients scheduled for procedures 48 hours prior to their scheduled appointment. The patient will need to contact us and confirm their appointments 24 hours before or the procedure will be cancelled. **There is a \$75.00 fee charged for missed procedure appointments.**
- Insurance copayments **must** be paid at the time of service. We will not bill you for this amount and you will not be seen should you not make this payment.
- **Medical records:** If our office refers you to another physician, we will provide that physician with all necessary records at no charge to you. However, if you request medical records we will charge a prepaid minimum fee of \$10.00 for the first 13 pages. If your request required more than 13 pages, you will be charged the fee established by the NC State Legislation which is .75 cents per page for the first 25 pages, .50 cents per page for pages 26-100 and .25 cents per page for each page in excess of 100 pages. These fees are prepaid and will be charged each time you request medical records. Your records will be made available within a reasonable time frame as the office legally has 30 days to provide records.
- We **do not** participate with out of state pharmacies. We will provide you with a written prescription within one week that you can forward to the pharmacy of your choice. More than 4 prescription refills will require an office visit to verify accuracy and update dosages.
- We see patients by appointment only. Walk-ins are not accepted.
- We ask that if you participate with an HMO insurance and require an authorization to go to another physician that you notify our insurance department at least 72 hours before the scheduled appointment. **You must also be seen and evaluated by our doctors (as required by insurance)** to determine the need, type and appropriate referral for your particular medical need.
- As a courtesy to our other patients we will reschedule any patient who is 15 minutes late for their appointment.
- Any patient who has not been seen in our office for **over 1 year** will need to be seen and evaluated in the office prior to any further medical advice, medication refill or referral.
- **We do not accept calls or faxes from your pharmacy** regarding routine refills. Patients will need to call our office for all routine refills. Please allow one week for refills.
- A \$2.50 administrative fee will be charged monthly on all patient balances over 30 days past due. This fee also applies to all payment plans between our practice and the patient.
- There will be a fee charged for filling out insurance, FMLA, patient assistance program and other forms. The practice will determine the amount charged.
- Our office offers an annual Preventive Exam for screening and vaccination updates only, as required by your insurance carrier. This exam **does not involve management of ongoing medical conditions such as hypertension, diabetes, thyroid, cholesterol, etc.** or discovered problems or symptoms, nor does it take the place of a routine follow up or medication refills.

Our office strives to accommodate our patients and their needs. With the above policy we feel that our office can run more efficiently. If you have any questions, please do not hesitate to ask any member of our staff.

Please sign on the line below that you have read the above and understand the terms of our office policy.

Signature

Date