

## OFFICE POLICIES AND PROCEDURES

Thank you for choosing HFSCA for your Cardiovascular care. We realize that you have a choice in medical providers and are pleased that you have chosen to seek your care with us. The staff at HFSCA strives to exceed expectations in care and service in order to make your experience with us as comfortable and stress free. Please feel free to contact our office if you have any questions concerning our policies.

### OFFICE HOURS

Our office staff is available Monday-Friday, 8:00 am to 4:30 pm (excluding holiday schedules and closures) and maybe reached at (920) 939-6058 for routine matters such as appointment scheduling, prescription refills, and other non-emergency matters. An answering system is available after these scheduled office hours for you to leave a message. In the event of a medical emergency, please call 911. Our office staff will always assist you to the best of their abilities during office hours. However, on clinic days, questions or messages requiring the attention of the clinical staff will be answered within 48 hours.

### APPOINTMENTS

When calling for an appointment, please be prepared to provide our receptionists with your chief complaint/reason for the visit, as well as any updated contact or insurance information. While we strive to schedule appointments appropriately, emergencies can occur in specialty medicine, and Dr. Salem will always give each of his patients the time they require for their unique medical problem. For this reason, we kindly request your patience and understanding should a delay or rescheduling be necessary on your appointment date. It is the policy of this office that cancellations must be made within 24 hours of scheduled appointments.

**OFFICE POLICY: All no-show appointments are automatically rescheduled out for 2 to 4 weeks. Our office will contact you via phone, mail and/or text message to inform you of the new date and time. This is to prevent any lapse in patient care and for the continuity of care. It also will prevent any type of medical legal liability for the office.**

When a patient fails to cancel an office visit in a timely manner, our office staff resources; staff time, and equipment are wasted and other patients are limited access to our services.

### INSURANCE

As a courtesy to our patients, HFSCA is happy to file insurance claims on your behalf. We accept all major insurance carriers. If you do not have insurance, please contact our billing department to discuss alternative payment options. Our billing office, Schencks, SC which can be reached at (866) 313-0337. It is the patient's responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment. If your insurance company does not pay for your charges, the balance becomes the patient's responsibility. Patients are responsible for co-payments, co-insurance, and deductibles at the time of service. If we are unable to verify insurance coverage prior to your scheduled appointment, the patient will be responsible for the cost of the office visit at the time of service.

### PAYMENTS

Heart Failure Survival Center of America SC accepts cash, personal checks, and most major credit cards. Payments can be mailed to our billing office, Schencks, SC at 200 East Washington Street PO Box 8031, Appleton, WI 54912-8031. Payable to Heart Failure Survival Center of America SC. Patients can also make credit card payments over the telephone by contacting our billing office, Schencks, directly (866) 313- 0337.

### FEES

Medical Records: Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to release of these materials. Any medical records that are requested by another physician's office will be faxed directly to that office at no fee. Medical records requested by other parties, such as insurance companies or attorney's offices will incur the following fees: Physician Offices, hospitals, and other medical facilities: No Fee. Patients: \$ 25.00. State Disability claims: \$ 15.00