

# Gastrointestinal Medicine Associates, P.C.

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## Office & Financial Policy

Dear Patients,

Please take this time to review our updated practice policies. We will make every effort to work with you and your insurer to maximize your entitlement to health benefits. We are committed to quality medical care and your complete satisfaction.

To avoid delaying the services you may need, please be aware of the following:

- Patients are responsible for all insurance referrals needed for each visit.
- Record of the visits will be sent to the referring physician; but only if you give it to the check in receptionist.
- Patients are to contact their pharmacy for medication refill request.
- Changes of your medications will be discussed with the physician at your follow-up visit. If your medication makes you sick, please stop taking it and call for an earlier appointment.
- No test results will be given over the phone. They will be published to the patient portal, mailed by patient request, or given at your next follow-up appointment.
- Patients must present their insurance card at each office visit. It is the patient's responsibility to update GMA of any/all insurance changes/updates.
- All balances must be paid prior to seeing the physicians. If not paid, we reserve the right to reschedule your appointment.
- Co-payments will be collected each visit at check-in. We accept cash, checks, VISA, MasterCard, American Express and DISCOVER. Returned checks will result in a \$35 additional fee.
- Patients will be financially responsible for any services that are not covered by their insurance plan.
- Appointments need to be cancelled/rescheduled 24 hours in advance. Late cancellations/reschedules will result in a \$75 charge.
- Missed appointments will result in a \$125 charge if not cancelled with 24 hours' notice.
- Missed procedures will result in a \$250 charge if not cancelled within 5 business days.

Thank you for your understanding,  
GMA Management