

## Northeast Internal Medical Associates (NIMA) | Office Policies

We would like to welcome you to our practice and we want your visit with us to be a pleasant one. Please review the policies below to help us work with you optimally to manage your healthcare.

### GENERAL

- Please have all paperwork sent to you thoroughly completed prior to your appointment.
- Please bring all your medications to every visit.
- Bring your insurance card(s) and driver's license. If you do not have your insurance card the day of your visit, you will be required to pay for the visit that day. If we are unable to verify proof of insurance on the day of your visit, you will be required to pay for the visit that day.
- Co-pays are due at the time services are rendered.
- Our regular office hours are 7:00am to 5:00pm Monday through Thursday; Friday 7:00am to 12:00pm.
- Cell phone usage is prohibited in the clinic. Please place your cell phones on silent or vibrate mode.
- Please be prepared to provide the name of one pharmacy for your medication needs in order to expedite all requests.
- Our preferred labs are Quest Diagnostics and LabCorp.
- Appointment reminders are mailed to your home directly approximately three to five days prior to your scheduled visit. Automated reminder calls are also provided to the primary phone number on record with our practice.
- We encourage all of our patients to register for the Health Portal which will allow you access to your medical visits, prescriptions, etc. Be sure to ask the front desk for assistance.
- All phone messages will be returned within 24 hours.

### SCHEDULING

- Please call our main line at (210) 650-9669 and choose option "0" to schedule an appointment.
- Please consider the needs of our other patients. If you are unable to keep an appointment, please cancel it within 24 hours of your scheduled visit.
- If you miss three appointments (no-show or same-day cancellation), we will consider that a statement that another provider is managing your healthcare and we will issue a dismissal letter.
- If you are running more than 15 minutes late for your appointment, please call to let us know of your delay. In some instances it may be necessary to reschedule your appointment to allow adequate time to discuss your healthcare needs.
- NEW PATIENTS: Please arrive 30 MINUTES prior to your first scheduled appointment to finalize your paperwork and registration. If you arrive only 15 MINUTES prior to your scheduled appointment, you will be considered late for your appointment and it may be necessary to reschedule your appointment.
- If you require a physical exam, please schedule your appointment three months in advance of the day you need your appointment.

**PRESCRIPTION NEEDS**

- We require 72 hours to accommodate your prescription refills. Call your pharmacy and they will send us an electronic refill request.
- If a written prescription is needed immediately, a fee of \$15.00 per prescription will be assessed and collected upon receipt.
- Medications requiring triplicate (narcotics, pain medications, etc.) require time to handle and review. Our practice refers our patients to pain management specialists.
- We require all pain medication refill requests to accompany a clinic visit. No refills will be provided without your being seen by a provider.
- We do not refill any medications for new patients until they are seen in the office and their healthcare is assessed by one of our providers.
- We do not prescribe pain medication at a new patient visit.

**FINANCIAL INFORMATION**

- For patients not covered by an insurance plan, i.e., self-pay patients, we offer private pay discounts. We will collect a fee based on our lowest possible visit code. However, should your physician provide a more detailed visit, you will be balance billed any additional costs that are a result of that visit.
- This discount is extended only at the time of delivery of services. The account must be paid in full at this time.
- Your insurance policy is a contract between you, your employer (as applicable) and the insurance company. We are not a party to that contract. Our relationship is with you. We cannot become involved in disputes between you and your insurer regarding deductibles, co-payments, covered charges, secondary insurance and “usual and customary” charges. Not all services are a covered benefit in all contracts.
- Fees for non-covered services and co-payments are due at the time of service.
- If, for any reason, your insurance company should fail to pay the contracted allowable or deny any service as a non-covered benefit, you accept full financial responsibility for these services.
- A fee of \$25.00 will be due for any correspondence and completion of FMLA forms. This is not billable to your insurance company and must be paid upon receipt of forms.

By signing below I agree to adhere to the policies outlined above.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_