

Office Policy

Thank you for choosing our office for your medical care. We strive to provide you with excellent, compassionate service while under our care. In order to provide this high level of service and better your healthcare experience, we have some office policies that we would like to share with you. After reading, please initial each paragraph and sign the page at the bottom to show that you have read and understand these policies. By signing, you agree to our policies and acknowledge charges that will be assessed in case of violated policies as described below.

_____ **APPOINTMENT TIMES:** Appointment times are scheduled for your convenience. We expect our patients to be in the office ready to be seen at their appointment time. If paperwork needs to be updated or insurance cards copied, that must be taken care of prior to the appointment time. Dr. Koster strives to run on time but on occasion an emergency will arise that will cause her to get behind. In that case, we will let you know as soon as possible and give you the option to wait or reschedule your appointment. We understand that your time is valuable too. All efforts are made to run on time, and we expect our patients to arrive in plenty of time for their appointments. If you miss an appointment without canceling, you have denied another patient the chance to be seen during the time period. In this case you will be subject to a \$15.00 cancellation charge for reserving the doctor's time. If you are late for your appointment, you will become a "work-in" status and can wait or reschedule your appointment. If you are more than 15 minutes late to your assigned appointment, you will be rescheduled.

_____ **MEDICARE/MEDICAID:** Dr. Koster is not a Medicare provider. Therefore, if you have Medicare or Medicaid as your primary insurance we will not see you unless you make other arrangements with us. We do offer the "self-pay" option to patients with Medicare or Medicaid. If Medicare or Medicaid is your secondary insurance we will only file to your primary insurance. Please note that any remaining charges will be applied to you. We do not receive any reimbursement from Medicare or Medicaid.

_____ **PRIVATE-PAY PATIENTS:** If you do not have insurance or we do not accept your insurance we do offer a private-pay price for our services. The private-pay discount is the same for every patient and will not be discounted further. We expect payment at the time the services are rendered. If you are unable to pay in full at the time of service you will need to make arrangements with our office prior to the appointment.

_____ **INSURANCE FILING:** Our office will file for all reimbursable services to both your primary and secondary insurance carriers. Please remember you are responsible for all deductibles, co-pays and non-covered service amounts.

_____ **GO GREEN AUTHORIZATION:** This is a free service that you automatically receive which will change the way we send you correspondence from our office. Instead of receiving correspondence by mail to your home address you will begin receiving statements and any documents you request from us by email. We will email you through a secure server using SSL technology. All documents with PHI sent to you from our office will be password protected. Should you wish to decline this free service you will be charged a fee per paper statement we mail to you. Your signature is required to decline this service. Ask us for more details. Please note: If you do not provide us with your email address you will automatically be opted out and your account will be charged per paper statement we mail you. Help the environment and Go Green with us today!

_____ **PAYMENT AGREEMENT:** Dr. Koster is doing everything possible to hold down the cost of medical care. You can help a great deal by reducing the number of statements we send to you. You are expected to pay your copayment as well as any current outstanding balance on your account at the time services are rendered. We accept cash, personal checks, VISA, Discover, and MasterCard. There is a service charge for returned checks. We realize that financial difficulty is a reality. In such circumstances, we do offer payment plans. These arrangements must be approved by our Office Manager who may be reached at 972-981-8872. Patient care is our top priority, however payment is due for services rendered. If your account goes on unpaid for more than 60 days we may forward your account to our collections agency. A collections fee of 20% will be added to your responsibility upon submission of your debt.

_____ I authorize the release of any medical information necessary to process my claim.
I have read and understand the policies for this office.

Printed Name

Date

Signature

*A copy of this policy can be provided upon request.