



Prompt Primary Care of Ocala

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PATIENT RESPONSIBILITY WITH REGARDS TO OFFICE VISITS

PATIENTS WITH INSURANCE:

- 1) It is your responsibility to provide us with a photo ID and insurance cards. We do insist that you provide us with the actual card(s) that are given to you by your insurance company. We will file up to two (2) insurances for you. If we are not a participating provider with your insurance, you can file with them yourself in an attempt to get reimbursement.

*****We never guarantee that your insurance will reimburse for your visit or any procedures.**

- 2) Our office staff attempts to identify patient insurance and benefits before each visit. Patient is responsible at the time services are to be rendered for all copays, deductibles and co-insurance, based on the information that we are able to obtain through our verification process of your insurance. We make every attempt to collect the correct amount at each visit, however, ***your insurance company will make the final determination in paying for your visits or procedures and the amounts you are ultimately responsible for.***

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- 3) Please be aware of your insurance company's agreement and contract in regards to your benefits and policy. You will need to be aware of any special provisions or limitations, for example; pre-existing condition clauses and pre-existing condition waiting periods. Read your contract very carefully, or call your insurance company to find out specific provisions regarding pre-existing conditions. Be sure you completely understand any clauses regarding this matter or any other matters that would make you responsible for costs.

*****Pre-existing condition clauses are very important for you to be aware of before your visit with any physician. You can and will be responsible for all costs for any services provided when you have these limitations and waiting periods.**

- 4) You will be required to pay for any additional services such as medical records that are over 25 (twenty-five) pages. If there is an additional charge for any extra services, we will be happy to notify you.
- 5) *Remember... this is **your** insurance and **you** are ultimately responsible for understanding the benefits that you have chosen*

*****If we are unable to verify your insurance for any reason, you will be responsible for paying out of pocket for the visit at that time. If we believe we can see you based upon your insurance, and our best efforts to verify your benefits, and find out after service that you have an HMO or an insurance we are not in network or participate with you will still be responsible for your bill for all services rendered.**

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SELF PAY PATIENTS:

- 1) Patient is responsible at the time services are to be rendered for full amount. If you are a self pay patient and you are unprepared to pay for all services that are to be rendered, we will be more than happy to re-schedule your visit. Keep in mind that depending on the nature of the visit, whether or not you are an established patient, and the type of testing that may be necessary to diagnosis problem, will determine the amount that you will be responsible for at visit.

PRESCRIPTION POLICY:

We request that you do not delay in requesting your medications. Due to our high volume, provider availability and insurance authorization there is a 7 (Seven) business day waiting period for prescription refills. It is your responsibility to give us ample notice to ensure that you do not run out. If you do run out you are still more than welcome to call or come by, however, you may have to wait as there are other patients that have called and requested prescriptions that are waiting as well. We try to handle all requests in a timely manner.

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CONDUCT EXPECTED FROM STAFF AND PATIENTS:

I expect my staff to deliver quality health care as well as a pleasant environment to all of our patients.

As for our patients; ***rude, disruptive or aggressive behavior as well as verbal abuse*** to my staff will absolutely not be tolerated in any way. This is not only disruptive to the staff, but the other patients as well. If you are upset or have a problem that needs attention, please let a staff member know that you are upset and are in need of immediate assistance and they will do everything in their power to resolve any problems. If they cannot resolve the issue and I am not available, you will have to be patient and give me an opportunity to get back with you to resolve the situation.

REFUND POLICY:

Refunds are processed depending upon individual health insurance and secondary payments. Refunds are paid no sooner than the end of quarter following the final insurance payment information available. Please discuss any refunds with the office manager.

If you have any questions, please feel free to contact me at my office.

Sign and date