

Lung and Chest Medical Associates Reminders to Our Patients

General Information about Appointments:

- When leaving phone messages, you must leave your name, date of birth and a phone number where you can be reached, or we may be unable to return your call.
- As a courtesy to our other patients with breathing problems, we ask that you and anyone who comes with you refrain from wearing any scented hair or skin products to our office. These scents can create serious problems for people with asthma.
- When signing into our office for an appointment, you will be asked to fill out a pink slip of paper that we will use to keep your information in our records up to date. It is very important that you fill this form out completely every time you come to our office. We need to keep current phone numbers in order to be able to contact you with critical test results and to reduce disruptions to your schedule when it is necessary to change a doctor's office hours.
- If it has been more than 90 days since your last visit, we will ask to make a current copy of your insurance cards to insure accurate and timely payment to us by your insurance company. Remember, when an insurance company denies us payment for services provided to you because of incorrect filing information, you become responsible for those charges until the correct information is received to refile the claim.
- You will receive a reminder phone call the day before your appointment. If you are unable to keep this appointment. We ask that you please call us to let us know you will not be here so we can allow another patient to be seen during that time.
- There may be times when you need to see a doctor, but the doctor you usually see may not be available. It is the goal of this practice to insure appropriate and timely health care, so our four physicians regularly assist each other with office coverage to make sure there is always someone here who can assist you with your health care needs. Your doctor may even request that you see his/her Nurse

Practitioner (NP) from time to time. The NP will evaluate your condition and then discuss treatment options with your doctor. Seeing the NP when you have a critical health care concern instead of waiting to see your own doctor enables us to diagnose and treat your needs quickly, hopefully preventing a trip to the ER or a hospital admission.

Regarding Medications:

- So we can provide you with appropriate medical treatment, we ask that you please bring all your medications to each appointment, as they will be reviewed by the nurse at that time for renewal and any questions or concerns you may have. Please request prescription refill during your office visit.
- Our samples are limited, so we will not give out samples unless it is during a scheduled office visit.

Financial Responsibility:

- It is customary to pay for services at the time they are rendered. As a courtesy to our patients, if you have insurance, we will bill charges to your insurance for you. However, your co-pay and deductible are your responsibility. It is a Federal regulation that you come prepared to each visit to pay your insurance co-pay, co-insurance and/or deductibles as they apply to you. If we do not collect a co-pay from you, you could lose your medical coverage. If you believe you will have difficulty in paying your portion of the bill after insurance has paid their portion, please make alternative arrangements with our Insurance Dept. We can use Federal Guidelines to determine eligibility for a sliding fee schedule to determine a reasonable monthly payment arrangement if necessary. Until you have made alternative arrangements, you will be held solely responsible for your portion of the bill. For our patient's convenience, we accept ATM, Visa and Master Card, personal checks and cash.
- If you do not have insurance coverage, we will ask that you pay \$150.00 up front at your first visit as down payment. Then our Insurance Representatives will be happy to talk with you further to make financial arrangements for you, if necessary, for the remainder of your balance.