



10455 Park Meadows Drive, Suite 102
Lone Tree, Colorado 80124
Phone: (303) 708-0246 Fax: (303) 708-0247

POLICIES AND PROCEDURES

EMERGENCIES:

After normal office hours coverage for emergency situations is available. If your emergency is life threatening please dial 911. Otherwise, call the main office line at (303) 708-0246 to reach the answering service who will contact the physician on call. Please do not use this service for prescription refills or referrals, prescription refills and referrals should be handled during normal office hours.

PRESCRIPTION REFILLS:

Prescription refills require 48 hours to process. If you need medications for the weekend, please call your pharmacy by Thursday morning and ask them to send us a request so it will be ready before the weekend. The on call physician will not be able to refill them for you. Please remember to call a few days before your medication runs out in order for us to have time to call in your prescription. We cannot handle walk in prescription refill requests.

REFERRALS:

Referrals to another office or specialist require 5 days to process. Referrals will not to be handled after hours or on weekends. Please notify us at least 5 days prior to your appointment. Failure to get the required referral could cause denial by your insurance company, making you responsible for any fees associated with your visit.

INSURANCE:

We require a copy of the front and back of your ID card to process your claim. If your insurance requires a PCP (Primary Care Physician) to be listed, you must contact the insurance carrier to make sure our physician is on your policy. Without this information you will be responsible for any charges. You will also be responsible for charges on services considered “not a covered benefit” or “not medically necessary” by your insurance company. Please keep in mind, we do not know that particulars of each policy, so it is your responsibility to find out about your policy. By signing below, you acknowledge that you understand your physician may recommend you have labs or scans done that may not be covered. Legally, we are unable to change diagnostic or procedure codes. Ultimately, the contract for insurance benefits is between you and your insurance carrier.

COPAYMENTS:

Copayments are due at the time of service. If you are unable to pay your copay at the time of service and wish to be billed, a \$10 billing fee will be added to your bill.

APPOINTMENT CANCELLATION POLICY:

If you need to cancel an appointment, please notify us 24 hours prior to your appointment time so that we may offer your appointed time to another patient. Failure to give 24 hours notice of cancellation will result in a charge of \$50.

NO SHOW FEE:

You will be charged a \$50.00 fee if you do not show up for your appointment.

I have read and understand the above policies and procedures

Signature of Patient or Legal Guardian

Date

Printed Name of Patient