

STATEMENT OF POLICIES

1. **Deductibles and Co pays:** Are payable at the time of service. Any previous balance on your account is expected to be paid at the time of service. We do not bill for co pays or extend credit. We take Visa, MasterCard, Discover, American Express, ATM Debit cards and cash. Checks are only accepted by mail. Any check returned from the bank unpaid will be sent directly to our Collection Agency and will be subject to additional collections fees. **WE DO NOT REDEPOSIT CHECKS ..**
2. **Appointments:** If you are not able to keep your scheduled medical visit, please call during normal business hours, 24 hours in advance to cancel your appointment. Failure to keep appointments and/or excessive No Show appointments could result in dismissal from the practice.
3. **Forms:** There is a charge of **\$10.00 / \$20** for any insurance forms, FMLA, etc. that you need filled out by the office based upon the length of the form. These forms will take 5-7 days to be completed.
4. There is a **fee for any reports for attorneys, insurance companies etc.** The charge will be determined by the information requested. In many cases this charge will be paid by attorneys and insurance companies, otherwise this charge will be expected from you. There is also a charge for copies of Medical Records for Personal use; however there is not a charge for records copied and transferred to another physician.
5. We do not get involved in custody / financial issues with parents. Your child's health is our # 1 concern. It is the responsibility of both parents to keep the child's insurance information up to date. Payment is expected from the parent bringing the child in for medical care. If financial responsibility is shared, this must be solved between the parents directly.

PRESCRIPTION POLICIES

1. If you are in need of a refill, please have your pharmacy fax a request to 904-388- 9017 or call our RX LINE at 904-388-4646 ext 31 and leave a message. Refills of medications usually take 48-72 hours. Therefore, please do not wait until you have completely run out of your medication to obtain a refill. Refill requests will not be handled after hours. **ADD/ADHD PATIENTS: Requires Three Month follow up appointments for additional refills.**

acknowledge that I have read and understand the Statement of Policies, and agree to bide by them.

Signature: _____ Date: _____