

# **Fredericksburg Nephrology Associates Inc.**

## **Office Policy**

### **Appointments**

Our doctors see patients by appointment only. This makes it more convenient for each patient and ensures that we can provide the best care. Although we make every effort to stay on schedule, emergencies can occur, and can cause schedule delays. We ask for your understanding and patience when these situations arise. At every appointment, please check-in at the front desk and notify the staff of any changes to your personal and insurance information since your last visit. Please note, when you provide our office staff a telephone number, including a cell number, you are giving us consent to contact you at that number for issues pertaining to treatment and billing.

### **Cancellation/No Show Policy**

If you need to cancel or re-schedule an appointment we require at least 24 hours' notice. A missed appointment results in a loss of time that could have been reserved for another patient and also income upon which our office relies to continue providing medical care. Therefore, you will be charged a \$50 fee to your account for a missed appointment. This fee is not covered by insurance.

### **Emergencies**

One of our physicians is always On-Call to assist with emergencies. If you are experiencing a life threatening emergency, please call 911. If you call our office after hours or on the weekend our answering service can get in touch with the physician if needed.

### **Prescription Re-Fill Policy**

If your prescription bottle indicates you have refills left, you **DO NOT** need to contact our office for a refill. Please contact your pharmacy. Be sure to give them adequate time to fulfill your request. If there are no refills remaining at the pharmacy, please ask your pharmacist to contact us for refill authorization. Prescriptions will be sent electronically to the pharmacy within 48 hours of your request. Please note that if there are questions regarding your prescription(s), this could cause a delay.

### **Lab Results**

All normal lab results will be discussed with you on your return visit. Although it may take up to two weeks to receive the results of some specific tests that may be ordered, please be aware that any emergent abnormal lab or test values will be relayed to you by our staff as soon as the results are obtained and the physician has reviewed the results.

### **Fees**

All co-pays and balances are expected at the time of service. We accept cash, check, Visa, and MasterCard. Should your check be returned for insufficient funds, you expressly authorize your account to be electronically debited or bank drafted for the amount of the check PLUS any applicable fees (\$36.00 return check fee). The use of a check is your acknowledgement and acceptance of this policy. Patients are also responsible for any collection fees issued if past due accounts are sent to an outside collection agency. FNA reserves the right not to schedule any future appointments until financial responsibilities have been settled and/or arrangements for payment have been made and fulfilled.

### **Insurance**

There are many types of insurance plans, so it is impossible for our billing department to know all the details about each patient's insurance policy. We ask that you familiarize yourself with your plan and benefits. Please bring your current insurance card(s) to each appointment so that we can obtain accurate billing information. Please be advised, our office cannot file your insurance claims or accept assignment of benefits without proof of insurance. If you fail to provide sufficient proof of insurance at the time of your appointment, payment in full is required, until we receive sufficient insurance information. If your insurance requires a referral it is your responsibility to obtain the referral prior to the appointment.

### **Forms**

You may submit any Disability, Insurance Forms, and FMLA paperwork to our Receptionist at the front desk. Blank forms will not be accepted. Personal information must be completed. We will review them and let you know if forms can be completed by our practice. In some cases you may need to submit paperwork to your

Primary Care Doctor to be completed. Please be advised it normally takes us 7-10 days to complete forms, so we ask that you make arrangements according to this time frame.

### **Medical Records**

We will provide you a copy of your medical records upon request for a fee. Patients' medical records are confidential and are not released without a signed authorization. You can access a Medical Records Release form on our website ([www.fredneph.com](http://www.fredneph.com)) or request one from our office. Please allow up to 14 days for this request to be processed. Our office does charge for copies of records in accordance with 8.01-413 of the Code of Virginia. There is a fee of \$.50 per page for pages 1-50, \$.25 per page for pages 51+, plus a \$10.00 processing fee. Fees are waived when copies are requested by other health care provider's agencies/facilities for continuing care. All other requestors are charged as state and federal laws allow.

### **Record Retention**

FNA will retain patient medical records for 7 years following the last patient encounter. This retention applies to paper charts only. There is no retention on electronic medical records at this time. Patient records will be destroyed in a manner that protects patient confidentiality, such as by incineration or shredding.

### **Annual Paperwork**

It is important for you to know that our office may ask you to update paperwork periodically. Due to HIPAA regulations our office will need updates on a yearly basis. It is the patient's responsibility to notify our office of any changes to their demographic and/or insurance information.

### **Transporting Patients**

For both the safety of our patients and staff, patients who require assistance getting out of the vehicle and/or into our office suite are responsible for bringing necessary assistive devices (ex. walker, wheelchair, etc.) and a family member/friend to assist them with transfers and transport into our suite. If a family member/friend is not available, patient is responsible for arranging wheelchair transportation prior to office visit. FNA staff members are PROHIBITED from assisting with transfers outside of the office suite. Visit may need to be rescheduled if deemed a safety risk.