

OFFICE POLICIES

If you have any questions, please discuss them with the office manager. If necessary, the office manager can refer you to the practice administrator for satisfactory resolutions of any issues relevant to our office policies.

I. PAYMENT

1. Payment in full is expected at the time of service
2. We will file insurance with participating plans. Deductibles, co pays and patient percentages are the responsibility of the patient and paid at the time of service (unless other arrangements are approved by the practice administrator).
3. There is a \$50.00 service charge for returned checks. Future payments may only be accepted in cash or credit card (Visa / MasterCard).
4. We may be able to assist with replacement of lost or stolen prescriptions. There will be a \$50.00 fee for our staff's time.

II. MISSED/NO SHOW APPOINTMENTS AND CANCELLATIONS

1. There is a \$25.00 charge for missed/no show appointments and for cancellations made less than 48 hours (2 business days) before a scheduled appointment. This includes Trigger Point Injections, Physical Therapy, Rehab Counseling and failure to obtain authorization for the referral. Exceptions will be made for emergencies such as hospitalizations (documentation may be required). This charge is **NOT** payable by your insurance plan and will be payable at the next scheduled appointment.
2. Self-pay patients will be charged \$25.00 and will not be eligible to receive the 45% discount.

III. DOCUMENTS

1. There is a \$10.00 charge to complete disability forms and other basic (non-complex) forms within 2 weeks. If the forms need to be completed within one day there will be a \$25.00 charge. There is a higher charge for more lengthy forms such as a Functional Capacity Form. You may also need to see the Physical Therapist. These charges are **NOT** payable by your insurance plan.
2. Once the fee is paid, the staff will fill out what they can and Dr. Kornfield will review, complete and sign it. This process may take up to 2 weeks to complete.
3. Medical records are not released without the patient's signed consent. We can not forward other physicians' records. Original medical records are never released, only copies are released. Once you receive your records you are no longer considered to be a patient of Dr. Kornfield's (unless other arrangements have been made).
4. There is a \$10.00 charge for copying and mailing records that are 20 pages or less. Records over 20 pages are \$50.00 for copying and mailing. For Workers Compensation patients, costs will be charged against the party responsible for payment of medical expenses in accordance with the current fee schedule. This charge is **NOT** payable by your insurance plans.

IV. MEDICATIONS

1. Medications/prescriptions are not filled over the phone and are addressed at office visits with Dr. Kornfield. They are not addressed during procedure visits, physical therapy sessions or counseling appointments.
2. Patients on narcotics are required to attend 3 Medication Management classes. Not all insurance plans will pay for these classes

Signature: _____ Date: _____