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Island Rheumatology and Osteoporosis, PC

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Islandrheumatology.com

OFFICE POLICIES

(Effective January 1st, 2019)

PATIENT NAME: _____

DATE: _____

ON-TIME ARRIVAL POLICY: We ask that all patients arrive at least 15 minutes before their scheduled appointment so that they may have an adequate amount of time to complete any necessary documents and/or forms. Patients that arrive late for their scheduled appointment may have to reschedule their appointment for another day. However, please note that sometimes we have unexpected delays due to the urgent or complex needs of other patients and will make every effort to get you seen by a physician within a timely manner.

CO-PAYMENT/BALANCE: Please note any co-payment is due at check-in. If there is a previous balance, it is due at the time of the visit. If you are unable to make the co-payment or balance, you maybe asked to reschedule your appointment. You can fill out a credit card authorization form for co-payments and balances. I understand there will be a \$25 charge for any check returned for insufficient or uncollected funds.

REFERRAL/AUTHORIZATION: Some medical insurance companies require a referral from a patient's provider in order to see a specialist. If a referral or authorization for services and procedure is not provided prior to the visit, we may have to reschedule your appointment. The patient is responsible for obtaining the required referral/authorization that their insurance plan specifically requires, or the patient may be financially responsible for the services rendered.

PHONE MESSAGES: By signing this document, patients consent that Island Rheumatology and Osteoporosis, PC is authorized to leave non-confidential information on their voicemail.

ANCILLARY SERVICES: Patients may be billed separately for services such as laboratory, imaging, or other ancillary services depending on their individual medical insurance.

SPECIAL LETTERS AND FORM COMPLETION: The Island Rheumatology and Osteoporosis, PC requires a separate visit and/or fees for any third-party forms/letters describing any medical conditions and/or treatments for their patients. This includes but is not limited to disability forms, FMLA documentation, life insurance, personalized medical letters, or legal documents, etc. The visit/fee is based to the length and complexity of the form or requested letter.

FEE FOR MEDICAL RECORDS: A signed medical release form will be required for any copies of patient medical records. Furthermore, the Island Rheumatology and Osteoporosis, PC may charge a fee (\$0.10/page) for all copies of patient medical records, whether they are copied, faxed (if applicable), mailed or picked up from the medical office. The fee must be paid in full before any records will be released. Please be aware that it may take up to 2-3 business days to have a patient's medical records prepared.

CANCELLING/MISSING APPOINTMENTS: Our office requires that patients must cancel their appointment at least 24 hours in advance. If you do not or miss your appointment, you will be charged a \$40 fee. NO EXCEPTIONS.

MEDICATION REFILLS/PRIOR AUTHORIZATIONS: Please note that most medications will not be refilled past 3 months without appropriate follow up and/or lab testing. A medication refill appointment will be required for renewal. Medication refills may take up to 48 business hours to be completed. Kindly request your pharmacy to electronically submit a refill to Island Rheumatology and Osteoporosis, PC. Please be aware that we do not call individual pharmacies. In addition, if a patient's prescription requires a prior authorization, the Island Rheumatology and Osteoporosis, PC may require up to 3-5 business days to complete this request. Furthermore, please note that some prescriptions will not be authorized or covered under their pharmacy benefits and may require additional time to file any necessary appeals. Lastly, in order to best serve the patient's medical needs, please ensure that we have the most current pharmacy information on file.

I certify that I have read, and/or received a copy of the updated office policies either in person, via email, or on the website – www.islandrheumatology.com and fully understand the sections on on-time arrival policy, cancelling/missing appointments, co-payment/balance, special letters and form completion, fee for medical records, referral policies, ancillary services, phone messages, and medication refills. I further recognize that I will be offered a copy of any amended Notice of Privacy Practices at future appointments. If I have questions, I can contact the staff at Island Rheumatology and Osteoporosis, PC.

Signature of Patient /Legal Representative (specify relationship)

Date