

SOUTHEAST VALLEY OBSTETRICS & GYNECOLOGY, PLC OFFICE POLICIES

We find that communication with our patients regarding our financial policy assists us in providing the best service to you. We therefore, have taken the time to answer some of the most commonly asked questions.

PAYMENT FOR SERVICES RENDERED: Payment is required at the time services are rendered. We accept cash, personal checks (with proper ID), MasterCard and Visa. Payment for obstetrical services should be completed by the end of the seventh month of pregnancy.

APPOINTMENTS: If you are unable to keep an appointment you have scheduled, we need 24 hours notice to allow another patient to use the time that has been set aside for your visit. Failure to let us know of your cancellation 24 hours in advance will result in a \$25 fee charged to you.

BILLING: Billing goes out monthly and are computerized. Accounts 90 days past due may be turned over to a collection agency or other legal action may be taken to enforce payment of charges.

INSURANCE: As a courtesy to our patients, we will bill your insurance company for charges greater than \$300. If your insurance company has failed to pay within 30 days, we will expect you to pay the balance of your bill in full, and seek reimbursement from your insurance company. Please advise us immediately if you are insured.

ADDRESS CHANGES: Please advise us if you change your address, telephone number, place of employment or insurance companies.

SPECIAL NEEDS: Special needs are understood by us. It may be necessary to set up a payment plan for a patient requiring extensive treatment. If this situation is necessary for you, please bring the matter up as soon as possible.

EMERGENCY TREATMENT/ AFTER HOURS: A physician/nurse practitioner is available 24 hours daily. After office hours call 480-464-2101 and your message will be forwarded to the on call provider. Please leave your name, date of birth, phone number and nature of your call. If you anticipate the need for medication, also leave a pharmacy name and phone number.

RECORDS: You may submit a signed and dated request for your medical records in person or by fax. There will be a \$35.00 fee. Medical records over 10 pages will need to be picked up in person. Please allow 1 week for the records to be available.

TEST RESULTS: Please do not assume no news is good news for your test results! You should receive a call from our office in approximately 1 week after most tests. Some tests may take up to 2 weeks. If you do not hear back from our office, please call our office to assure that your test results have been delivered to our office.

Thank you for taking the time to read this policy statement. We hope that it answers any questions you may have. If you have more to ask, please feel free to do so.