



# Office Policies

## Scheduling:

Patients are seen by appointment only. Although we, or a patient, may occasionally have an emergency, we do our best to stay on time and respect your time. We ask the same consideration of patients. If the patient will be more than **10 minutes late, please call us and let us know.** New patient appointments are scheduled after the new patient assessment forms are completed so the proper time can be scheduled to meet the patient's needs.

## Appointment Cancellation Policy:

In order to be respectful of the medical needs of the Synergy Health Care community, please be courteous and call if you are unable to attend an appointment. This time will be reallocated to someone who is on the waiting list or in immediate need of our care.

**We require a 48 hour notice prior** to your appointment time (if cancelling an appointment for Monday, the notification must be made by 10am the preceding Thursday). There is a **\$75** charge for a cancelled or missed appointment within 48 hours of your scheduled appointment.

**New patient** appointments require a **72 hour cancellation / reschedule notice.** Cancelling within 72 hours of your scheduled appointment will result in the deposit to be **forfeited.**

Synergy Health Care appreciates the commitment of our patients. We hope that you will be able to attend all of your appointments with us. If you cannot attend your appointments, please be courteous to fellow patients and reschedule as soon as possible.

## Billing/Insurance Questions:

If you should need any assistance or have any questions, please call Jean, our Business Office Manager, between 11:00am and 5:00pm, Monday through Friday at **630-264-6707.**

## Refunds:

Overpayments will be refunded upon written request to the responsible party within 30 days of our office confirmation.

## Insurance:

Health insurance is a contract between the patient and the insurance carrier. We are contracted providers for Blue Cross Blue Shield PPO. We are out-of-network with all other providers. Synergy Health Care cannot guarantee payment or reimbursement from the insurance company. **If your insurance carrier refuses payment for any reason, you, the patient, remain responsible for all charges incurred.** Synergy Health Care withdraws itself from involvement with insurance disputes.

## Coverage for Services Provided Beyond the Office Visit:

Your fees are based on the complexity of your medical case including any examination/testing that is done and any treatment that is provided. It may be also based on the amount of time that is spent during your visit and/or the number of topics discussed. Proper attention to your care requires that the doctor, or a member of the staff, spends additional time beyond that which is spent during office visits. Such time may be used to:

- Create or maintain medical records
- Review, interpret, and document all lab test results and communicate those results to each patient (written or orally). Some patients also request test results to be discussed with family.
- Review current X-ray or scan reports, compare them with previous results, and when necessary, consult with the radiologist regarding the results.
- Prepare and mail letters suggesting follow up visits or blood draws
- Consult about your case with other physicians or health care providers
- Prepare referrals to specialists
- Prepare patient education materials
- Conduct medical research relevant to the patient's case
- Communicate with pharmacies regarding prescriptions or refills
- Process letters of necessity to obtain medical services, equipment, or prescriptions needed
- Returning phone calls for medical advice or questions following an office visit
- Returning urgent, after hours phone calls

Signature: \_\_\_\_\_

Date: \_\_\_\_\_