

## OFFICE POLICIES & PROCEDURE FOR OUR PATIENTS

### OFFICE HOURS

Our office is available Monday-Friday 8:30am-5:00pm and may be reached at 503-699-0370. If you need an appointment, prescription refill or test results, please call during regular business hours. If you are experiencing a medical emergency please call 911.

### APPOINTMENTS

When calling for an appointment please select option 0 in our phone tree. Be prepared to provide your name, date of birth, telephone number, chief complaint/reason for visit, as well as any **updated contact or insurance information**. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow-up due dates.

**We ask that new patients arrive 15 minutes prior to their scheduled appointment time** to verify insurance information and complete new patient paperwork. **If you arrive more than 10 minutes late for your appointment time, we are not able to guarantee that you will be seen.** You may be rescheduled in order to meet the needs of those who are on time.

While we strive to schedule appointments appropriately, emergencies *can and do occur*. We strive to give all our patients the time that they require and notify them as soon as a conflict is identified. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date.

As a specialty clinic, we do not offer walk in appointments and may require a referral or chart notes from a primary care office, urgent care, or Emergency Department.

To ensure quality care and follow legal requirements, Lake Grove ENT, does not treat patients we have not seen (i.e, we will not prescribe medications or offer medical advice to patients *prior* to their initial visit.)

Per federal guidelines, any patient that has not seen a provider within the previous three (3) years must re-establish care as a new patient.

### CANCELLING AN APPOINTMENT

In order to be respectful of the medical needs of our patients please be courteous and call Lake Grove ENT promptly if you are unable to attend an appointment. This time will be reallocated to another patient who is in need of treatment. This is how we can best serve the needs of all our patients.

If it is necessary to cancel your appointment we require that you call one (1) business day in advance. Appointments are in high demand, and your early cancellation will give another patient the ability to have access to timely medical care.

### NO SHOW POLICY

A “no-show” is the term used when a patient misses an appointment with no prior notice. Unfortunately, “no-shows” inconvenience those patients who need access to medical care in a timely manner.

A failure to present at the time of the appointment will be recorded in your medical record as a “no show”. After two consecutive “no-shows”, we will consider your patient status as terminated.

A \$50.00 no show or late cancellation fee (for cancellations within 24 hours of the appointment) will apply. The no show and late cancellation fee for allergy tests will be \$150.00.

### **INSURANCE**

- Lake Grove ENT accepts most insurance plans. If you have specific questions regarding your insurance, please contact our billing department at 503-699-0370, option 4.
- It is patient responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment and may become patient responsibility.
- All patients will be asked to present their current insurance card at each appointment. Failure to have your card could delay your appointment, and it will be the responsibility of the patient to provide proof of coverage.

### **PAYMENTS**

- Patients are responsible for co-pays at *time of service*.
- If applicable, you will be billed for services not covered by your insurance (as stated in your insurance contract) by our billing department.
- Lake Grove ENT accepts exact cash, personal checks, MasterCard, Discover, and Visa. Checks can be made out to Lake Grove ENT.
- It is our policy to make all reasonable attempts to collect outstanding balances should they accrue, including convenient payment arrangements.
- Following these attempts, accounts in poor standing will be outsourced to a third party for the purpose of collection.

### **PRESCRIPTION REFILLS AND PHARMACY INFORMATION**

- Please allow two-to-three business days for refill requests. We encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed.

### **CONFIDENTIALITY & MEDICAL RECORDS**

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. The law allows Medical Offices 30 days to complete requests for records. However, our team puts forth every effort to respond to these requests in a timely manner.

### **MYHEALTH**

We encourage all patients to utilize their MyHealth accounts to request prescription refills, update medications, and send messages to their provider. In an effort to avoid redundancies, please only

complete new patient paperwork sent by our office. We will not send you any intake forms via MyHealth.

**ADDITIONAL INFORMATION**

If you have further questions or need additional information about our services, please feel free to call our office at 503-699-0370 and/or visit our website at [www.lakegroveent.com](http://www.lakegroveent.com).

**RECEIPT ACKNOWLEDGEMENT FORM**

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the above form.

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Patient/Guardian Printed Name

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Patient/Guardian Signed Name

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Date

Thank you!

Lake Grove ENT