

HealthQuest Policies and Procedures

WELCOME TO OUR PRACTICE. The following information is provided to assist you, the patient or responsible party, in understanding policies and procedures at our practice. We strive to provide you care which is both comfortable and of the highest quality. Please do not hesitate to ask your treating provider or the administrative staff questions.

NOTICE OF PRIVACY PRACTICES

We request that you read the newly required Notice of Privacy Practices located in the black binders in the reception area. If you are unable to locate one of these binders, please ask the front desk to assist you. With the passage of the federal "medical records privacy law" known as HIPAA (Health Insurance Portability and Accountability Act), we are required by law to give you a copy of this document if so requested and to secure your signature indicating you have read and understood this policy. This notice talks about the privacy of your mental health and medical information. Although we have always guarded your privacy, there is now a government regulation requiring us to spell out your rights.

APPOINTMENTS

Typically the clerical staff will schedule your appointments. However, the provider may do so if the clerical staff is unavailable. An appointment card is given and a reminder is made one to two days before your appointment. This call is made as a courtesy and depends on staff's availability. Please ensure we have a current telephone number on file. Since patients are seen by appointment only (unless an emergency situation dictates otherwise), the appointment time given is reserved for you. Please give at least 24 hours notice if you must cancel your reserved time. Sometimes illnesses and emergencies happen which prevent you from keeping your reserved time, and we do not usually charge a fee for these infrequent occurrences. However, if the treating provider assesses a charge, the charge will be \$50.00. Please understand that insurance companies are not charged for missed appointments and you are fully responsible for any charge due to a missed appointment unless you have a contractual agreement with your insurance company that states otherwise. In addition, if you do not keep your regularly scheduled appointments, it will be difficult for us to provide you with the best level of treatment available. It is very important for you to follow the recommended treatment plan established between you and your treating provider. If you fail to show for numerous scheduled appointments, the treating provider may terminate your care at our office. When appointments are missed, please discuss with your treating provider the reason for the missed appointment on the next visit.

AFTER HOURS COVERAGE

We do provide 24-hour emergency services. We use an answering service to assist us with all urgent matters or emergencies. After hour services must be limited to urgent matters or emergencies only. A return call will be promptly made. However, we recommend going to the nearest emergency room or calling 911 if the emergency is critical. Inform the hospital of your doctor's name so they can contact them via phone. Medication refills, appointments, and other non-emergency services must be handled during regular business hours (9:00 am to 4:30 pm).

MEDICATION CALLS

Medications are given in quantities to last until your next scheduled appointment. Please refer to our medication policy. Our office usually processes medication refills within the same business day but it can take as long as two (2) business days. We request for patients to call the drug store to inquire about the medication refill. However, if your medication has not been processed by 4:00 pm on the second business day, please call our office. Sometimes the doctor will disapprove medication refills. We will attempt to relay this information to the patient. However, sometimes we are unable to reach the patient. Other times, there may be an error in processing the refill such as a problem with the pharmacy. Again all routine medication calls should be limited to regular office hours.

MEDICAL RECORD RELEASES

Medical record releases require a signed release by the patient or guardian. All releases are subject to a fee of \$20.00 and are usually processed within 10 business days. Please refer to the Privacy Policy for further information.

PRIMARY CARE PHYSICIAN RELEASES

It is important to coordinate care with your primary care physician. This is your medical physician. Your treatment at HealthQuest will be helpful to your primary care physician especially if one of our doctors prescribes medications to you. Upon your consent we will coordinate your care.

INSURANCE FILING

We file your insurance as a courtesy unless we are contracted to do so with your insurance carrier. Responsibility for payment and preauthorization for treatment is the responsibility of the patient or responsible party unless stated otherwise in our contract with your insurance company. You are responsible for providing us with all insurance information at the time of service. Failure to do so will result in YOU paying for your visit. Insurance companies usually limit claim filing to 90 days from the date of service. Therefore, if your insurance information is not presented within the allotted time frame, we will hold the patient or guarantor responsible.

PAYMENT AND BILLING

All co-payments and/or deductibles are due at the time of each visit. If you fail to pay your portion of the bill at the time of the visit, we request the payment be mailed within 7 days from the visit date. Statements are mailed periodically in an attempt to reduce administrative costs. In addition, your insurance company will usually send you, for all claims they process, an explanation of benefits indicating your responsible portion or denial of claim. At this time you should remit any unpaid balances to our offices. Account balances left unpaid, reaching 121 days in maturity, are considered delinquent and are subject to be turned over to a collection agency. Please refer to our financial agreement. Please feel free to discuss any of these matters with the Practice Manager or your treating provider. By signing below, you acknowledge having read, understood, and agree to these policies and procedures.