



CARE PROVISION POLICIES

The physicians and staff of Five Valleys Urology welcome you to our practice. It is our mission to provide you excellent medical care, with compassion, in a safe environment. Our staff will treat you with respect and dignity in a professional and caring manner and we will be transparent in our charges and billing process.

We rely on you to be an active participant in your care and you are ultimately responsible for settling your account regardless of your medical insurance coverage. We participate in a variety of insurance programs which aid in the payment of your medical cost; we promise to bill your insurance in a prompt manner. If you have concerns about our policies, your treatment or your account, please notify our practice manager. In order to make our relationship with you the best it can possibly be, you need to be familiar with the following policies:

- To respect other patients, we ask that cell phones be turned off or on vibrate mode while in our office.
- We update personal demographics, insurance information and medications at each visit. Many appointments require collection of a urine sample so please check with the front desk upon arrival.
- We promise to inform you at check-in if your doctor is running late or has been called to surgery.
- When you are placed in an exam room, we will partially shut the door to protect everyone's privacy.
- If you get tests as part of your appointment, we promise to get the results to you as quickly as possible. If you have specific requests on how you want to be notified of results, please inform our staff during your appointment. Some tests/labs are performed by outside parties; in such cases they bill separately.
- In-office procedures such as vasectomy require extra supplies. Canceling a vasectomy within 24 hours will result in a \$35.00 sterile tray fee. By scheduling a vasectomy you agree to this term
- Missing or no-showing your appointment creates an undue burden and increases the cost of care to other patients. Should you miss three appointments, you will be dismissed from this practice.
- Health insurance is an agreement between a patient and their health insurance carrier. It is your responsibility to check with your insurance company to understand your coverage. If you have insurance, please bring your card to every appointment; without it we cannot bill your carrier. We are required to collect co-payments and co-insurance and require a payment from our self-insured patients at time of service. We reserve the right to re-schedule or cancel appointments to comply with insurance company agreements.
- We accept cash, check or credit card. We send two statements at 30-day intervals; afterwards delinquent accounts are turned to collections. We offer a financial aid program to patients who meet the criteria.

Your signature below signifies you have read each item and understand your responsibilities as a patient

Patient/Responsible Party

Date