

Greater Austin Orthopaedic

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POLICIES AND FEES FOR MEDICAL RECORDS, X-RAY DUPLICATION, DISABILITY FORMS AND COPAYS

The above office policies for medical record copies, x-ray film duplication and disability from completion fees are set in accordance with Texas Medical Board regulations and offices in the area.

Prescription Refills

Requests for prescription refills should be made through your pharmacy during office hours only. Please call your request into your pharmacy at least one day before your medication runs out. Allow up to twenty-four hours for the refill to be processed, as your physician's signature is required.

Request for Completion of Disability Forms

If you have insurance forms, disability forms, or any other medical form that needs completing, there is a charge of \$5.00 per page for the first 3 pages. Any additional pages will be at \$7.00 per page.

You must allow 10 working days for processing. These form fees must be paid in advance prior to completion. Completed forms must be picked up from this office. **We will not mail or fax these forms to you or any other entity.**

Request for Medical Records

We require a 24-hour notice for copies of medical records. There is a \$10.00 charge for copies of your medical records. This charge is due before medical records will be released. There are additional fees associated with requests for records from attorneys, insurance companies or other entities.

Request for X-Ray Duplication

We require a 24-hour notice for duplication of your x-rays. There is a \$5.00 charge payable in advance per sheet for copies of your x-rays. We are required by Texas law to keep your original films in this office for 7 years.

OFFICE POLICY ON STANDARD INSURANCE, MANAGED CARE INSURERS & WORKERS' COMPENSATION

In order to accommodate the need of our patients, we have numerous managed care insurance programs. While we are pleased to be able to provide this service to you, it is extremely difficult to keep track of all the individual requirements. Even within the same insurance company, the plans differ depending upon what type of contract you or your employer may be enrolled in. Providing quality medical care for our patients is our primary concern. We are more willing to provide that care within your insurance guidelines if you let us know **EACH** time of service exactly what those guidelines are. We highly recommend you **READ YOUR INSURANCE BOOKLET** or contact your insurance company. We will not become involved in disputes between you and your insurance company regarding deductibles, co-payments. Covered charges, preexisting conditions, ect. **You are responsible for your payment of your account and anything that is not covered by your insurance company.** You are responsible for any co-payments and/or deductibles at the time of your visit. If your plan requires prior authorization to see a specialist, the patient is always responsible for getting referrals before the day of your appointment. **You will be billed personally, not your insurance company, for any non-authorized office visit.**

WORKERS' COMPENSATION

Texas workers' compensation provides treatment related to your compensable injury. If your claim is denied or deemed not related to the compensable injury you will be responsible for all of the non-covered expenses. In the event your claim is denied and you have private insurance, we will submit the bill to your private insurance company and the above policies apply.

I have been advised of the above policies and understand and agree to the fees associated with such requests.

PATIENT/GUARDIAN SIGNATURE

DATE