

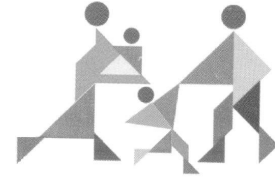
PIGA PRIMARY CARE ASSOCIATES

Specialists in Adult and Pediatric Medicine

Jonathan C Piga, MD

Naomi C Piga, MD FAAP

Versallie R Capote-Piga, MD FAAP



Office Billing Policies

Appointments

Patients are seen by appointment only. You may call our office to schedule an appointment anytime during normal business hours. Should you have any special issues or complex medical problems to discuss with the doctor, please inform our staff when making the appointment so that adequate time is allotted to address them. Time will be available each day for sudden illness and same-day sick visits.

Please arrive on time for your appointment. When you arrive, please inform us of any changes to insurance, address, or responsible party. You will be asked to present a current insurance card at every visit. If you are late for an appointment or you walk-in without an appointment, you will be seen when the schedule allows. If you are more than 30 minutes late, you may be asked to reschedule.

If you are running late for an appointment, please call our office so we may help you find an appointment that better fits your schedule. If we are not notified or you walk-in without an appointment, you will be seen when the schedule allows. If you are more than 30 minutes late, you may be asked to reschedule.

If you cannot keep an appointment, please provide notice 24 hours in advance. Appointments missed without notification hinder us from seeing other patients who may be ill. After 3 "no shows", you will be billed a \$25 fee per missed appointment.

After-Hours Telephone Calls

We believe that our patients should have 24-hour access to medical advice should an urgent situation arise. Beginning December 15, 2011, all pediatric after-hours telephone calls will be answered by a specially trained pediatric nurse. In addition, one of our physicians is on-call everyday and can be reached by the triage nurse for complex problems. Please limit after hours calls to urgent problems that cannot or should not wait until the office reopens. Routine problems (such as colic, reflux, diaper rash, appetite, sleep, development, etc.), prescription refills, medication dosages and prior authorizations will not be entertained after hours. These problems are best handled when the physicians have the office staff and patient charts available during regular business hours and can give uninterrupted service. All after-hours calls incur a charge of \$15.00 per call which is applied to the patient's account. Our practice is billed for every after hours call that is placed, and we pass only a portion of this cost on to our patients. Please allow 30 minutes for your call to be returned. We ask that you keep your phone line clear and disable the anonymous call block feature

Immunization Records

An updated shot record will be provided free of charge after every check-up. Any additional copies requested will be subject to a \$2.00 charge per immunization record.

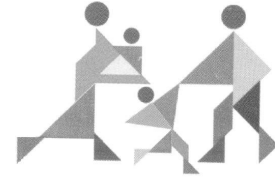
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Prescriptions

Antibiotics are not prescribed over the phone. Since there are many things that could be wrong, we prefer to examine each patient for proper diagnosis.

Prescription refill requests are handled most efficiently by calling your pharmacy directly to request a refill. If refills remain from the original prescription, the pharmacy simply fills your prescription. If there are no refills remaining, the pharmacy will contact our office for authorization to fill the prescription.

Refills on controlled substances, such as ADHD medications and some pain medications, require 48 hours to complete and you must pick up these prescriptions at our office. Please note that, by law, a prescription for a controlled substance must be filled within 7 days, so a \$5.00 charge applies if a new prescription has to be written.

“Lost prescriptions” – if a 90-day/mail order prescription is lost, a \$5 fee will be charged. All mail order prescriptions will be given to the patient and it is the patient’s responsibility to submit the prescriptions along with the necessary forms to the pharmacy.

Medical Records

If you are moving or need a copy of your medical record for other purposes, please make your request at least 2 weeks in advance. An Authorization to Release Medical Information Form must be signed prior to release and a \$25.00 fee will be charged per record.

Because of privacy concerns, we will only fax medical records when requested by other physicians or medical facilities. Immunization records can be faxed with a verbal request only from the parent or legal guardian of the patient.

Forms (sports, school, camp, FMLA, etc.)

Please be advised that we complete these forms only if a complete check-up or physical examination has been done in the past year. Due to the number of forms we receive, we require at least 48 hours for completion. FMLA forms and Medicare Medical Necessity Certifications are subject to a \$10.00 charge. These forms are available for pick-up only.

Year end/ Summary Statements

All requests for Summary Statements required 48 hours to complete. There is a \$10 fee per family account per year. Please note that if you would like the statement faxed to you, you must provide written authorization per HIPAA.

I understand the above listed policies and I acknowledge the associated fees.

Patient’s name _____ DOB _____

Patient or Guardian’s signature _____ Date _____