

Dr. Susannah Parke, D.O. New Patient Information

For your first appointment:

Wear comfortable clothes that you can move around in easily. No jeans!

Bring any relevant imaging (x-ray, MRI) reports and the CD with images if possible.

Bring any recent relevant lab or other tests results.

We ask you to arrive early so that we can go over any questions or omissions in your information and you can sign the consent/financial agreement form and a form acknowledging receipt of our privacy policy.

Note: If you are unable to keep your appointment or wish to reschedule it, please give us at least 24 hour's notice. We charge a "late cancellation" fee of \$50 for a new patient appointment if you do not notify the office at least a day ahead.

If you call to speak to the doctor, they will try to call you back within 48 hours. If it is an emergency, please go to the closest emergency room or call 911.

Payment and Insurance Billing Policies

Forms of Payment Accepted ~ Payment of office charges is expected at the time of your visit. You may pay any amounts due with cash, personal check, or credit card (MasterCard or Visa only). There is a \$25 charge for any check that is returned to us by your bank, and we will require cash or credit card payment for future services.

No-Show Charges ~ We reserve the right to charge a fee for appointments that are missed or cancelled without 24 hour's notice. The fees are \$50 for a new patient appointment and \$25 for other appointments. To avoid this charge, please notify the office at least 24 hours before your appointment time; you may leave a message on the office answering machine for this purpose. No-Show fees must be paid before any other appointments are scheduled.

Billing Insurance Companies ~ It is your responsibility to provide copies of your insurance card(s), a photo ID., and all other requested information needed to bill your insurance company properly.

If you have any changes to your insurance or if you move or change your telephone number, please notify us prior to your next appointment, if possible. Then, bring in any new insurance card(s) and photo ID with your new address to your next appointment.

We expect payment at the time of your appointment of all amounts that are or will be your responsibility, including copays, and payment for non-covered services.

If we bill you for unpaid balances, payment in full is required within 15 days.

Courtesy Billing ~ In some cases (with the exception of HMOs), we will agree to bill insurance companies on your behalf, as a courtesy to you. For each visit, a claim will be sent to your insurance company, stating that payment is to be sent to you. The company does not pay the doctor. You will be reimbursed by the insurance company for amounts the company agrees to pay. To successfully submit these claims, we will follow the policies described above under Billing Insurance Companies. If we courtesy bill for you, payment in full is required at the time of your appointment.

Billing Questions ~ If you believe we have made an error in billing either you or your insurance company, please contact us immediately. We will make every effort to clear up the situation as quickly as possible. We provide receipts at your visit that will assist you in tracking billing and payments by your insurance company. Please keep your receipts.

All other questions about your insurance company's response, including payments, amounts denied, amounts not fully paid or amounts applied to your deductible, should be directed to your insurance company.

Please note that the first billing statement you receive for unpaid balances will show information about the charges, including the date of service; however, subsequent statements may show balances only.

Delinquent Accounts ~ We reserve the right to reschedule appointments if there are past-due balances. In addition, we reserve the right to take additional collection steps, including steps that could affect your credit rating, if accounts are not paid promptly and in full. Non-payment of balances may also result in discharge from the practice. We reserve the right to charge interest or a late fee on past-due balances.