

Keith Sadel, MD Internal Medicine, LLC

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Welcome to our practice. We are committed to providing the best care to our patients. The following is a list of policy and procedures, effective Oct. 15, 2017

Proof of insurance and copay: Failure to provide correct information in a timely manner will result in your responsibility for paying for the full claim. Along with a valid card, please bring photo id and co-pay. Self pay requires full payment.

Insurance changes: Notify the office immediately

Payment: We accept cash, check, visa and mastercard.

Noncovered services and claims submissions ;The insurance company might not consider your need important. You are still responsible for paying for the provided service . Check your individual plan coverage ahead of the visit.

New patients should plan to arrive 15 minutes early

Arrival time, Missed appointments and Cancellations When unable to keep appointments please call our office so that we can set aside time for a patient that is waiting. Less than 24 hours does *not* give us enough time to fill a slot. We confirm all appointments. A \$40 cancellation/missed appointment charge and a \$80 charge will be added for cancelled physicals *without* 24 hours notice.

Lateness. Call if you are running more than 15 minutes late. It will be staff discretion if there is time to see you. Rescheduling incurs a cancellation fee.

1. Forms, letters, reports : Fees are based on complexity of the task and time required in preparation. Allow one week for processing.

2. Prior authorization: There is a 1-3 day turn around. Plan ahead.

3. Prescriptions Refills require the doctors approval and chart review. Please give the staff 72 hour notice . Call the pharmacy before your pickup.

b. The best time to get refills is during an office visit. Outside of an office visit, the prescription refill fee is \$15-\$20 due at the time of service.

4. Specialist coordination: -It is your responsibility to bring proper medical records to specialists. We might not be able to accommodate you *when you are at the appointment and are in immediate need of specific patient records.*

5. Lab reports : As increasing costs are concerning, we will generate a lab report *when you are in the office.* You can also come in and pick up lab reports. We will mail labs when you leave a self addressed stamped envelope.

6. Blood draw & followup visit – When the lab is open we will draw blood in the office. It is the patient's responsibility to check for the results. The front staff is not authorized to provide complex medical analysis over the phone. It is important to schedule followup appointments. Call the ordering physician for results (mri, lab) if it is the specialist, not us, who ordered the tests.

7. Miscellaneous fees: declined credit card fee/ returned check fee-\$30

Billing questions: Call our medical billers at 215-379-2777

Prompt payment: Your balance, similar to household bills, is due within 30 days of the statement date. If the balance goes unpaid, the second bill is sent after day 45 noting that you are delinquent. On the third bill your balance goes to collections. If there are questions, contact medical billing or the insurer *before* your account is in delinquency status.

Collections: a 35% collection fee will be added to your account.

Dismissal: You might be dismissed from the practice for any of these reasons: failure to keep appointments, frequent no shows, noncompliance of medical care, abusive to staff and account delinquency. If dismissed, notification will be via certified mail. You will have 30 days to find alternative care. During that 30 day period we will treat emergencies only.

Notice of these policy and procedures are posted on our website, in the office and with all recent billing statements. Your signature below signifies your understanding and willingness to comply with office procedures.

Name _____ (printed)

Signature _____

Date _____