



**Florida Center**  
*for Headache & Neurology*

## **OFFICE POLICY**

### **1. NO SHOWS AND CANCELLATIONS**

At times certain circumstances arise where appointments have to be cancelled. However we require 24 hours notice unless there are extenuating circumstances. There has been a marked increase in no shows and same day cancellations and we are averaging approximately two or three per day. If this pattern were to continue we estimate that the practice would lose \$50,000 to \$60,000 per year in revenue. Furthermore, we have a number of patients who are waiting to see the doctor who would greatly benefit from an earlier appointment (*it is not our policy to double book as many other offices do*). Therefore patients will be given one cancellation without 24 hours notice after which time you will be charged a \$25.00 cancellation fee “**NO EXCEPTIONS**”. If at any time you do not show up and do not call you will be charged \$50.00 **(THERE ARE ONLY TWO EXCUSES FOR NOT CALLING, COMA and DEATH)**. The above fees cannot be billed to your insurance company and no further follow up visits will be scheduled, messages returned, samples given or prescriptions refilled until the balance is paid in full. Patients who cancel habitually and those with more than one no show will be dismissed from the practice.

## 2. TESTS

Test results (Lab reports, MRI's, EEG's, EMG's etc.) will not be routinely discussed over the phone unless life threatening. All reports will be discussed at your scheduled follow up visit, if Dr. Conidi decides it is necessary to speak with you sooner or he has made a prior arrangement to call with results, he will contact you.

## 3. MEDICATION REFILLS

Due to liability issues and at the request of our malpractice insurance carrier, **ALL Medication refills require a face to face office visit.** Our office uses electronic prescribing which allows us to accurately track refills. Follow up appointments are scheduled so that you should not have an issue with medication refills providing you show up as scheduled. Only in emergency situations and on one occasion will medications be called in. (We suggest you check your bottles weekly for the number of pills and refills remaining). **We do not perform prior authorizations or deal with PBM's** i.e. Medco, Caremark, etc. (Please see our prescription policy for more details)

## 4. MEDICAL RECORDS

The Processing time for medical records is 10-14 days. As we are completely electronic we do not print out records. Records are provided to the patient on a CD at a flat rate of \$30.00 and must be picked up. This fee also applies to outside agencies such as Insurance Companies, Government agencies and Attorney's Offices. If you require records for another physician we can attempt to email them free of charge, however certain files may be too large for email and we cannot guarantee a secure connection or transfer. You will also be required to sign a record release form

which includes a statement on emailing records. We are currently working on other ways to securely transfer files.

## 5. **PAYMENT**

**Full payment is expected at time of service.** You may not be aware that a number of insurance providers, Blue Cross and Blue Shield HMO and CIGNA HMO have increased your co-pays and at the same time dropped physician reimbursement rates. Please be aware that your co-pay can account for more than 80% of the cost of your follow-up visit. It's just another way that insurance companies deceive patients.

### **a. Co-Pays**

All co-pays will be collected prior to entering the office. If you show up for your follow up appointment and still cannot pay your balance "in full, you will not be seen and charged a \$25.00 cancellation fee.

### **b. Self pay**

Payment is expected IN FULL prior to being seen by the physician.

### **c. Patient Balances**

Some patients have deductibles, etc which may cause you to carry a balance which will result in our billing office sending you a statement. If payment is not received within thirty days you will receive a second statement. If you fail to respond to the second statement (i.e. in writing or by phone) then all follow up visits will be cancelled and no further medical services will be rendered.

Patients who have received a third notice and have not made payment arrangements (There is no excuse for ignoring three statements) within thirty days will be sent to collections and dismissed from this practice. NO EXCEPTIONS!!! Patients with balances of \$500.00 or more that are more than 120 days past due will face civil action and will be responsible for all court costs and attorney fees.

**d. Collections**

Our office reserves the right to add a 50% surcharge to all balances placed in collections.

**e. Returned Checks**

There is a \$38.00 fee for returned/bounced checks and all future payments will be required in cash or with a credit card. This fee includes fees charged to the practice by our bank.

**6. NARCOTICS**

Due to liability and possible abuse of Narcotics, this office is extremely cautious in dispensing certain drugs. As a general rule, Dr. Conidi does not prescribe narcotics. However, in some very rare cases, and after all alternative means have been exhausted, the physician may find it necessary to write a prescription for such medications or may refer you to a pain management specialist. If a narcotic is prescribed you may be required to sign a narcotics contract requiring strict compliance with the physician orders.

## **7. DISABILITY FORMS AND INSURANCE COMPANY REQUESTS**

Due to a marked increase in requests all patients who require forms filled out for their employers, disability insurers and insurance companies in general will be required to make a follow up appointment. At the time an extended office visit including filling out the form and discussing any medical issues will be conducted. We contemplated charging a fee for this service however feel it is unfair to make the patient pay for what amounts to bureaucracy. (however, if your insurance company denies the visit you will be responsible) In addition, a number of questions on the disability forms require the patient to be examined in order to be answered. The fact is that insurance companies are now going out of their way to deny care to you, the patient.

## **8. INSURANCES ISSUES**

Many patients have pre-existing clauses in their insurance contracts. Our billing department will try to collect reimbursement however; in many cases payment is denied. The patient is ultimately responsible for any payment that is denied by their insurance company. Please read your contracts policy on pre-existing conditions.

## **9. NON COMPLIANCE**

Due to past incidents this office has NO TOLERANCE for violating the physician/patient relationship. Examples include non-compliance with doctors orders, keeping appointments, belligerent, behavior and/or threats to the physician or staff, and unauthorized use of narcotics. If any of the above occurs we will terminate the physician/patient relationship immediately.