



OFFICE AND FINANCIAL POLICIES

APPOINTMENTS:

Please arrive at least 15 minutes prior to your scheduled appointment. We ask you to bring the following documentation:

- A valid state issued photo ID
- Insurance card(s)
- Any forms previously requested
- All medications and over-the-counter medication bottles

CANCELLATIONS:

If you are unable to keep your scheduled appointment, we ask that you notify the office at your earliest convenience with at least 24-hour notice. Failure to notify our office will result in a “no show” fee of \$80.

A “no show” is considered someone who misses a scheduled appointment without prior cancellation notice. Patient will be sent a letter alerting them to the fact that they missed a scheduled appointment along with a bill for the “no show” fee. A copy of the letter will be retained in the patient’s medical record.

Please note that “no show” charges are the responsibility of the patient, are due upon receipt and will not be billed to the patient’s insurance.

Repeated cancellations with less than 24-hour notice may result in discharge from practice.

CARE OF PATIENTS:

Hana Rohan, Cardiology, P.C. is committed to providing quality care to all our patients. We do not treat patients we have not seen (i.e., we will not call-in prescriptions or offer medical advice **prior** to the patient’s initial visit).

The practice reserves the right to discontinue physician/patient relationship (patient discharge) due to patient noncompliance with treatment recommendations, office policies, failure to return phone calls, repeated no shows, excessive rescheduling, and cancellations within 24 hours of



appointment. Furthermore, patient disrespect for staff or providers will not be tolerated and will result in immediate discharge from practice.

PAYMENTS:

It is the patient's responsibility to inform the office of any changes to their insurance coverage. Failure to do so could result in delay or denial of insurance payment. If applicable, patient will be billed for services not covered by their insurance (as noted in their insurance policy).

If a patient does not have insurance or would prefer to pay out of pocket, they will be given upfront costs for office visits and procedures including but not limited to exams, testing, lab work, etc.

Co-pay or full payment is due at time of service. *Hana Rohan, Cardiology, P.C.* accepts credit cards check, and cash payments.

MEDICAL RECORDS:

All patients can request a copy of their medical records one time free of charge. Additional paper copies may be requested at a cost of \$0.50 per page.