

## OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

*Thank you for choosing Weiss Medical Associates for your neurologic care.*

We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. The staff at Weiss Medical Associates strives to exceed expectations in care and service in order to make your experience with us as comfortable and stress-free as possible. Please feel free to contact our office if you have any questions concerning our policies.



### OFFICE HOURS

Our office staff is available Monday-Friday, 8:30am to 5:00pm\*, and may be reached at (970) 477-0700. An answering service is available to assist you before and after these scheduled office hours if necessary. In the event of an emergency, please call 911. If you need to make an appointment, please call during regular business hours.

Our patient coordinators will always assist you to the best of their abilities during office hours. However, on clinic days, questions or messages requiring the attention of medical staff will be answered at the end of the day, unless *urgent*. To help us better assist you, please provide patient coordinators all information pertaining to your question or concern - including allergies, previous meds tried, and your pharmacy information.

*\*Office hours listed are with the exception of holiday office closures.*

### APPOINTMENTS

Weiss Medical Associates is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments well in advance of follow-up due dates, as clinic days can book quickly. When calling for an appointment, please provide our patient coordinators your name, telephone number, chief complaint/reason for visit, as well as any *updated contact or insurance information*.

While we strive to schedule appointments appropriately, emergencies *can and do* occur in specialty medicine, and Dr. Weiss will always give his patients the time they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling be necessary on your appointment date.

To ensure quality care, Dr. Weiss does not treat patients he has not seen (i.e., we will not call in prescriptions or offer medical advice for patients *prior* to their initial office visit, or for whom we do not regularly see). Follow up visits are scheduled *after all testing/labs have been completed*, so that results may be reviewed together, and an effective and appropriate plan for your healthcare can be determined. Please note that *test results will not be given over the phone*.

Because clinic days are often fully booked weeks in advance with wait lists as well, it is the policy of this office that *cancellations must be made within 24 hours* of scheduled appointments. Please let us know in a timely manner if you are unable to make your appointment, and we will be happy to reschedule it for you at your convenience. If appointments are not cancelled within 24 hours of scheduled times, a no-show fee will be added to your account.

No Show Fees are assessed as follows:

- \$125 for new patient appointments
- \$35 for follow-up appointments
- \$250 for *each* MRI scheduled
- \$150 for testing (evoked potentials, nerve conduction/EMG, EEG/AEEG)
- \$250 for 2<sup>nd</sup> missed AEEG; \$500 for 3<sup>rd</sup> missed AEEG (AEEGs will not be rescheduled if missed 3 times)

*\*\*Please be advised that no-show charges are patient responsibility and will not be billed to your insurance company.*

### INSURANCE

As a courtesy to our patients, Weiss Medical Associates is happy to file insurance claims on your behalf. The insurances we work with include: Sloans Lake, Great West, Mountain Medical Affiliates, PacifiCare, Choice Care, Private Health Care Systems, Beech Street PPO, Cigna PPO, Aetna, Anthem BCBS PPO, HNA Network, United Healthcare, Cofinity, Humana, Rocky Mountain Health Plans, Medicare, Medicaid, and Worker's Compensation (if under a year old). If you do not see your insurance listed here or do not have insurance, please contact our billing department below to discuss alternative options, discounts, and/or payment plans as appropriate.

It is patient responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment.

Patients are responsible for co-pays *at time of service*. If applicable, you will be billed for any deductible or co-insurance amounts, and/or fees for services not covered by your insurance (as stated in your insurance contract) by our billing department. If we are unable to verify insurance coverage prior to scheduled appointments, patients will be responsible for fees associated with office visits *at time of service*. However, Weiss Medical Associates will return patient payments made for this reason should insurance later make payment on the claim (within 90 days).

Please contact our billing department with any billing questions you may have: **Elite Medical Billing Services** may be reached at **(800) 971-3390**.

#### PAYMENTS

Weiss Medical Associates accepts cash, personal checks, MasterCard, Visa, Discover, and American Express. We also accept Care Credit, a low to no-interest credit card which may be used repeatedly to cover certain out-of-pocket healthcare expenses. For more information, visit [www.carecredit.com](http://www.carecredit.com) or call (866) 893-7864.

Payments can be made to **Weiss Medical Associates, P.C.** and sent to: Elite Medical Billing Services, PO Box 16107, Colorado Springs CO 80935-6107. Payments by phone may be made by calling Elite Medical Billing at (800) 971-3390. Again, if you do not have insurance or have minimal coverage, please contact our billing department to discuss alternative options, discounts, and/or payment plans as appropriate.

It is the policy of Weiss Medical Associates to make all reasonable attempts to collect outstanding patient balances' should they accrue. Following these attempts, accounts in poor standing will be outsourced to a third party for the purposes of collection.

#### FORMS/LETTERS

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at Weiss Medical Associates will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time-consuming, fees for this service may apply. While these charges vary, they generally range from \$10-50 per form. Costs will be discussed ahead of time, and prepayment is required. Please allow 10-14 business days for completion of requested forms/letters.

#### MEDICAL RECORDS

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. All patients can request a copy of their medical record one time, free of charge. Additional copies may be requested for \$1.00 per page for the first 25 pages, and \$0.25 for each additional page. MRIs are provided one time on CD free of charge; additional CDs can be created for \$10.00 each. Payment is required at time of pick-up/delivery. Legally, medical offices have up to 30 days to complete requests for records. However, our patient coordinators put forth every effort to respond to these requests within days of receipt.

#### OPEN MRI

Weiss Medical Associates is proud offer the safety and comfort of the Hitachi AIRIS II for your imaging needs at our Eagle/Gypsum facility. Unlike other MRI machines, the AIRIS II is open on all four sides—easing the anxiety and claustrophobia some patients experience in traditional “tube” type MRI’s. The AIRIS II is also only 1/8<sup>th</sup> as loud as traditional machines.

If you prefer to have your MRI at another facility, an order can be arranged. However, we encourage patients to utilize the open MRI at our Eagle/Gypsum facility to both ease comfort and claustrophobia (thereby allowing for clearer pictures), as well as to allow Dr. Weiss immediate access to your images for review and treatment, as necessary. (Additionally, you will find that without the overhead costs associated with larger hospitals, our independently owned MRI is the most cost effective option in the Valley, with discounting and patient payment plans available for un/under-insured patients).

#### PRESCRIPTION REFILLS & PHARMACY INFORMATION

Weiss Medical Associates strongly recommends using only *one pharmacy* for all of your prescription needs. Please be sure *pharmacists are aware of any possible drug allergies* you may have.

**If you need a prescription refill, please call your pharmacy and have them fax the request to our office at (970) 777-5161. Requests received after 3:00pm will be processed the next business day.**

Please note that *narcotic medications* cannot be refilled over the phone. These orders require an office visit and a *paper prescription* signed by Dr. Weiss. Early refills will not be given.

Changes and/or new prescriptions can only be completed by the physician. Please do not ask staff to alter your medication(s) or dosing instructions.

*\*Alternative MRI sites include Vail Valley Medical Center, Steadman Hawkins, Vail-Summit Orthopaedics, Aspen Valley Hospital, Valley View Hospital, Mid-Valley Imaging Center, and St. Anthony’s Hospital.*

*WEISS MEDICAL ASSOCIATES*  
OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

RECEIPT ACKNOWLEDGMENT FORM

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Weiss Medical Associates OFFICE POLICIES & PROCEDURES FOR PATIENTS form.

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PRINTED NAME

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SIGNED NAME

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DATE

Thank you!  
Weiss Medical Associates, P.C.