

Patient Office Policies, Office Agreement and Insurance - Financial Responsibility Notification

To All Patients - PLEASE READ CAREFULLY:

INTRO: Welcome to North Scottsdale Internal Medicine, the office of Dr. Mark J. Lewis. As healthcare has advanced and become very specialized over the past 20 years; we see an even greater need for primary care physicians to treat patients and coordinate their health care. We strive to accomplish this in a patient focused, small office setting with modern advances including electronic medical records.

The office is typically open 5 days a week to provide your medical care. We strive to return your calls promptly and to provide easy access to the office via phone and internet. We do provide after hours physician coverage for urgent or emergent questions. True medical emergencies should prompt a call to 911. Over the phone, we will not attempt to diagnosis medical problems as this requires an office visit for a history and physical exam and therefore no new prescriptions are given after hours. Also, prescription refills should be directed to your pharmacy or to our office during routine office hours and will not be refilled after hours. We ask that these types of after-hours issues that cannot wait for routine office hours be handled through a physician at an urgent care or emergency department.

We request all patients to be seen annually, if you are not, you will not be able to get medication refills without an office visit. This is in the interest of your health.

FINANCIAL DETAILS: The doctor and staff may recommend, give, or send you for certain testing, blood work, vaccines medications, imaging (x-rays, CT scans, MRIs, etc) or referrals for consultation with other specialists regarding your care. We recommend testing and treatment based on your medical needs and not based on your insurance company's rules or regulations or desires.

While we attempt to provide the coding necessary for Medicare and all insurances companies to cover your testing it is not always possible that the testing ordered is covered by Medicare or other insurances. We make no representation that we can guarantee insurance coverage, and will not take any responsibility for payment of laboratory or diagnostic imaging charges. If you decide that you do not wish to have a laboratory test or diagnostic study performed which are recommend by the doctor and his staff, because of insurance coverage or not, that responsibility is yours, including responsibility for failure to diagnose a disease which otherwise would have been found and managed.

Although we make reasonable efforts to try to ensure our referrals and orders are in accordance with the individual patient's health plan, we cannot take responsibility for this. If your insurance does not cover the charges you may be responsible for them. We do not provide any services for free, as it is potentially medical fraud for us to discount individuals based on any reason.

It is regrettable that we have to issue this letter, but with today's complex insurance/Medicare rules and regulations this has become necessary. Please be assured we always have your health as a top priority.

If an appointment is missed there is a \$30 fee.

Sincerely, North Scottsdale Internal Medicine and its staff

I have read and understand the above statement of office policies and practices.

Patient / Guardian: (sign) _____ Date: _____