

OFFICE POLICIES FOR THE OFFICE OF DR. KIMBERLY UDELL

Dear Patient:

Whether you are visiting our office for the first time, or are already an established patient, we appreciate that you have chosen Dr. Kimberly Udell to provide your OB/GYN health care.

Preparing for Appointments:

We realize that your time is valuable. We will do our very best to honor your appointment time. However, due to the nature of our work, delays do arise. Please help us stay on schedule by submitting required forms prior to your appointment and bringing your current insurance card and ID with you at each visit. If you are unable to complete and submit the forms prior to the day of your appointment, please arrive 30 minutes early. If you are more than 15 minutes late for your appointment, you may be asked to reschedule.

Please contact us as soon as possible if you must cancel or reschedule your appointment.

Prescriptions:

All prescriptions will be completed in 1-3 business days. Please have your pharmacy call or fax our office for prescription refills. If you call us for a refill, please have the pharmacy name, telephone number, and prescription name that you are requesting. Please call your pharmacy to make sure that it is filled before you go to pick it up. There will be no prescription refills after hours.

Financial:

It is the responsibility of the patient to know their insurance benefits, such as, co-pay, deductibles and covered hospitals, facilities and specialty physicians, what is covered, what is not covered and the out of pocket expense. Dr. Udell is not responsible for any out of pocket expense the patient may accrue. There is a \$25.00 fee for any FMLA / disability paperwork, this fee will be due upon request of paperwork and we request 24-48 hours to complete.

All office visits are payable at the time of service. We accept cash, most major credit cards and debit cards. Please contact our billing office should you have any financial questions or concerns.

Patient Compliance Standards:

It is the policy of this practice to maintain a cooperative and trusting physician-patient relationship with its patients. When such a physician-patient relationship has not been formed or a physician-patient relationship is no longer proceeding in a mutually productive manner, it is the policy of this practice to terminate the physician-patient relationship within the bounds of applicable state and federal laws, rules, and regulations; the American Medical Association guidelines, and this policy so that the patient can develop the type of trusting relationship with another physician that is essential to successful continued care and treatment.

The types of circumstances that can result in termination include, but are not limited to, the following:

- Noncompliance with treatments recommended by the practice, physician, or other healthcare provider.
- Failure to pay, consistent with our payment policy.
- Consistent failure to keep appointments.
- Threatening or abusive behavior directed at office staff, physicians, or patients.
- The patient is deceptive or lies.
- The patient abuses medication.

THANK YOU – DR. UDELL AND STAFF