



SHAILEE MADHOK, M.D., FAAAAI
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FINANCIAL POLICY

- Any co-pays, deductibles or out of pocket expenses are due when services are rendered. If payment cannot be made, we may have to reschedule your appointment to a time that is financially convenient for you.
- **If you have a past due balance and you allow your account to be turned over to collections, there will be a 35% collection fee added to the balance, patient may also be discharged from practice.**
- Failure to provide our office with accurate and up to date insurance information that results in payment denial, will be the patient's responsibility to pay claim amount in full.
- Although we may estimate what your insurance company will pay and what the patient would be responsible for, the insurance company makes the final determination of your eligibility and benefits. You will be responsible for all amounts the insurance states is your responsibility.
- If your insurance plan requires a referral to see a specialist from your PCP, it is your responsibility to obtain that referral BEFORE your visit from your PCP.
- If your insurance plan is one we **do not** participate with, you will be responsible for payment in full.
- There is a \$15.00 charge for any form completion and must be paid in advance.
- If the patient requests picking up medical records, there will be a cost based fee that will need to be paid prior to release of records. If the patient requests we send records to another provider, there will be no fee.
- NO SHOW – Failure to give a 48-hour notice to cancel appointment will result in the following fees:

Return Office Visit	\$50.00
New Patient Visit	\$75.00
Testing/Procedures	\$100.00

If you have 2 no shows within a year, you may be discharged from the practice.

I have read the above financial policy as well as the office guidelines.

Patient/Guardian Signature

Date

Office Use – PT Acct #

OFFICE GUIDELINES

Kingsport Office Hours:

Monday thru Friday: 7:45 am – 4:45 pm

Injections given: 7:45 am – 4:15 pm

Johnson City Office Hours:

Wednesday: 8:00 am – 5:00 pm - Closed 12:00 am – 1:00 pm

Injections given: 8:00 am – 4:30 pm - Closed 11:30 am - 1:00 pm

Appointments

Please keep in mind if you are more than 15 minutes late for your scheduled appointment, you may be asked to reschedule your visit due to the physicians busy schedules.

After Hours/Emergencies

If you call this office after hours or over the weekend, you will get our answering service. One of the physicians or nurse practitioners will return your call as soon as possible, however if you have a medical emergency, please go to the nearest emergency room or call 911.

Medication and Refills

If you need a prescription or a refill, please call during business hours at least 5 days before your prescription runs out. If you have any questions regarding your current medication, please call during normal business hours above.

Prescription Policy

Patient will be given refills on their medications at time of office visit. However, in the event you miss an appointment or need to reschedule an appointment, the refill amount provided may be only enough until the next available appointment date we offer you. Refills and refill requests are only called in during our normal business hours Monday – Friday.

In the event of sickness and the doctor is called at night or over the weekend who prescribes a medication over the phone, a follow up appointment will need to be made on the next available day.

Miscellaneous Info

Bring a list of all medications you are currently taking or have recently taken to your appointment.