

## POLICIES & PROCEDURES GASTROENTEROLOGY ASSOCIATES, INC.

### WELCOME!!

Thank you for choosing the physicians and staff of Gastroenterology Associates. This brochure has been designed to acquaint you with our practice. Please read this brochure thoroughly, as it will help to answer some questions you might have now or in the future.

#### Appointments and Cancellations

We strive to give all patients the earliest available appointment. We maintain a waiting list so that patients who want an earlier appointment can be moved up whenever cancellations result in an unexpected opening. For this process to work most efficiently, it is important that you provide us with advance notice whenever possible if you find it necessary to cancel or reschedule your appointment. We request 24 hours notice. We understand that emergencies arise on occasion and that you might not be able to provide advance notice.

***However, we reserve the right to refuse to reschedule your appointment if you repeatedly miss appointments without appropriate advanced notice.***

#### No Show / Failure to Cancel Policy

**Effective June 1, 2006 there will be \$50 charge for No Show appointments and those appointments not cancelled within 24 hours. This will not be billed to the insurance company. It is the patient/family responsibility.**

Please arrive on time for your appointment. The time you are asked to arrive is usually earlier than the time the doctor will see you. This accounts for time it will take to complete paperwork, verify insurance, and other important clerical tasks. ***Please be aware that if you arrive late for your appointment it might be necessary to reschedule.***

#### What to Bring to Your First Visit

***Complete list of all medications you are currently taking.*** Please include the strength and how often you take each medicine. You may bring your medicines in their original bottles if you prefer. Include nonprescription medicines as well.

***Copies of recent tests related to your current problem,*** including labs, xray reports, or outside records relating to the reason for your visit should also be brought or forwarded by your doctor. Without these records at your initial visit, our doctors might not be able to provide you or your physician with a complete assessment or make plans for further testing until after these records arrive and are reviewed.

***Current insurance cards*** should be brought with you. Copies will be made and coverage will be verified. Please note that some insurance policies do not cover "screening" visits or procedures. If you have been referred for a visit for a "screening" diagnosis, with no specific symptoms, you should verify with your insurance company that your policy has coverage for screening exams.

#### Payment for Services

Our contracts with insurers require that we collect copays at the time of service. We accept cash, check, and Discover/MasterCard/Visa. Patients without insurance coverage will be given a 30% discount if paid at the time of service. These patients must contact our billing office in advance of any endoscopy procedures to make payment arrangements. Patients unable to provide proof of insurance will be considered self-pay. We participate with many major insurance plans. However, it is your responsibility to verify that we are a participating provider with your insurance. You bear final responsibility for payment of services rendered. We accept assignment on Medicare. If you have insurance, we do not ordinarily send a bill to you until we have filed a claim with your insurer and your insurer has issued their payment to us or has denied payment. However, payment in full becomes past due 60 days after we file the initial claim. Accounts that must be referred to an outside collection agency will have an additional fee added to cover cost of collections.

***Please note that the bill you receive from our office will be for our physicians' professional fees for services such as office visits, hospital visits, endoscopic procedures, and interpretation of certain tests.***

*Fees from other providers and facilities for endoscopic procedures, xrays, pathology, and lab tests will be billed to you by those providers.*

#### **Endoscopic Facilities**

Our doctors perform procedures at the Indianapolis Endoscopy Center, Community Hospital East and Community Hospital North. Where your procedure is performed depends in large part on the day of the week chosen for your procedure and the need for special equipment, if any.

#### **Prescription Refills**

If you need refills mailed or called in before your next office appointment, please call the office during regular business hours. Though we try to accommodate prescription refills the same day, this is sometimes not possible. For this reason, please give us 2 days advance notice whenever possible. We generally will not call you back to notify you the prescription has been called in; please check with your pharmacy directly. However, if we cannot honor your refill request we will notify you. *Narcotics and other controlled substances will only be refilled during normal business hours.*

#### **How We Handle Telephone Calls**

If you have a question about your bill, medical condition, medications, or an upcoming test that needs to be answered before your next appointment, please call our office between 9AM and 4:30PM weekdays. If your question cannot be answered immediately, it will be referred to the appropriate person in the office, including the nurse or physician if needed, and your call will be returned as soon as possible. If your question requires an urgent reply, please inform the receptionist when you call.

#### **After Hours Services**

Our offices are open Monday through Friday from 9AM to 4:30PM. If you have an urgent medical question after these hours, dialing our office phone numbers will allow you to reach our answering service, Medical Society Exchange. Their direct number is 631-3466. The physician on call will return your call as quickly as possible. Routine prescription refills and controlled substance refills are not handled after hours. Test results should be requested during normal business hours, as the on call physician will not be able to provide you with results. *After hours calls should be limited to medical matters that cannot wait until the next business day.*

#### **Notice of Privacy Practices**

The full text of our notice, as required by the federal Health Insurance Portability and Accountability Act of 1996, is available from our office or on our web site at [www.gastroassoc.com](http://www.gastroassoc.com).

#### ***Office Addresses & Phones***

##### **Indianapolis East**

1400 N. Ritter Ave.  
Suite 370  
Indianapolis, IN 46219  
(317) 355-1144

##### **Indianapolis North**

7950 N. Shadeland Ave.  
Suite 350  
Indianapolis, IN 46250  
(317) 578-2600

##### **Billing Office**

1400 N. Ritter Avenue  
Suite 370  
Indianapolis, IN 46219  
(317) 355-1160