

Dr. Seth W. Wharton's Office Policies and Procedures

Our goal is to provide and maintain a good physician-patient relationship. Letting you know in advance of our office policy allows for a good flow of communication and enables us to achieve our goal. Please read this carefully and if you have any questions, please do not hesitate to ask a member of our staff.

1. On arrival, please check in with the receptionist at the front window. If she is busy, just give her a few moments and she will be right with you. Please present any paperwork you may have, your insurance cards, medication list and any medical records you have brought with you.
2. According to your insurance plan, you are responsible for any and all co-payments, deductibles, and coinsurances.
3. It is your responsibility to understand your benefit plan. It is your responsibility to know if a written referral or authorization is required to see specialists.
4. If Seth W. Wharton, M.D. does not participate in your insurance plan, you will be notified by our staff prior to being seen (if you have a change in insurance and we are not aware of it we will notify you when you present your new insurance information).
5. Our office does not accept Self Pay Patients.
6. Patient balances are billed immediately on receipt of your insurance plan's explanation of benefits. Your remittance is due within 10 business days of your receipt of your bill.
7. If previous arrangements have not been made with our billing office, any account balance outstanding greater than 30 days will be charged a 1.5% interest or \$5 fee whichever is greater. Any balance over 120 days will be forwarded to a collection agency.
8. For any checks returned for insufficient funds we do charge a \$25 fee, and your account will be marked to only accept cash or credit.
9. We require 48-hour notice for canceling any appointments.
 - a. There is a \$25 charge for follow-up visit no shows and late cancellation, unless there is a declared state of emergency.
 - b. There is a \$50 charge for new patient or EMG's late cancellation or no-shows; this will have to be paid before another appointment is scheduled.
 - c. Repeat instances will result in dismissal.
10. Any prescription refill request must be made with 48-hour notice, if patient is overdue for an appointment one must be made prior to refill being completed.

I have read and understand this office policy and procedures and agree to comply and accept the responsibility for any payment that becomes due as outlined previously.