

# NEUROLOGICAL CONSULTANTS, P.C.

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## **OFFICE POLICIES**

### **Office Hours:**

Our office is open Monday through Thursday 8am to 4pm and Friday's 8am to 3pm. We take a lunch break from 12pm to 1:30pm daily.

### **Appointments:**

We recognize that everyone's time is valuable, so we make every effort to maintain the scheduled appointments, but urgent situations sometimes disrupt the schedule. We ask for your understanding and patience during these delays. We will make every effort to keep your waiting time to a minimum.

If you are unable to keep your appointment, please call. Late arrival may necessitate rescheduling your appointment. If a patient fails to keep an appointment and does not call to cancel within 24 hours, a \$25.00 charge will be applied and payable at the next visit.

### **Prescription Refills:**

It is most efficient for you to contact your pharmacy to request refills on your medications.

Narcotic pain medications (ie, Vicodin, Norco, Percocet, etc.) will require a written prescription from your physician that must be picked up from our office as we will not mail narcotic pain prescriptions. **Prescription refills are only done during regular office hours.**

### **Medical Records Requests and Forms:**

All requests for release of medical records must be on a HIPAA compliant form. Fees may apply to complete medical forms (FMLA, disability, work release, etc.). The fees vary according to the length and complexity of the form and are determined by the physician.

**After Hours Care:**

If the office is closed and you have an urgent or emergent matter to discuss with your doctor, you can call our main number and you will be connected to our answering service. The answering service will then get in contact with the on-call physician. If you are having chest pain or a life or limb threatening emergency, dial 911 or proceed immediately to the closest emergency department. Prescribing medication and refills are only done during regular office hours.

**Electronic Health Information Exchange (HIE):**

Neurological Consultants, P.C. endorses, supports, and participates in electronic Health Information Exchange (HIE) as a means to improve the quality of your health and healthcare experience. HIE provides us with a way to securely and efficiently share patients' clinical information electronically with other physicians and health care providers that participate in the HIE network. Using HIE helps your health care providers to more effectively share information and provide you with better care. The HIE also enables emergency medical personnel and other providers who are treating you to have immediate access to your medical data that may be critical for your care. Making your health information available to your health care providers through the HIE can also help reduce your costs by eliminating unnecessary duplication of tests and procedures. However, you may choose to opt-out of participation in the CORHIO HIE, or cancel an opt-out choice, at any time.

**Obtaining Medication History:**

Our medical practice has adopted an electronic medical record system in order to improve the quality of our services. This system also allows us to collect and review your "medication history." A medication history is a list of prescription medicines that we or other doctors have recently prescribed for you. This list is collected from a variety of sources, including your pharmacy and your health insurer. An accurate medication history is very important to helping us treat you properly and in avoiding potentially dangerous drug interactions. By signing this form you give us permission to collect, and give your pharmacy and your health plan permission to disclose, information about your prescriptions that have been filled at any pharmacy or covered by any health insurance plan. This includes prescription medicines to treat AIDS/HIV and medicines used to treat mental health conditions, such as depression. This information will become part of your medical record. This medication history is a useful guide, but it may not be completely accurate. Some pharmacies do not make drug history available to us, and the drug history from your health plan might not include drugs that you purchased without using your health insurance. Your medication history might not include over the counter medicines, supplements or herbal remedies. It is still very important for us to take the time discuss everything you are taking, and for you to point out to us any errors in your medication history. I give permission for Neurological Consultants, P.C. to obtain my medication history from my pharmacy, my health plans and my other healthcare providers.

**Digital Photo:**

Neurological Consultants, P.C. uses electronic medical records to maintain your health care information. The beneficial capabilities of the electronic medical records allow us to use a digital photo to visually identify our patient while reviewing a chart. Neurological Consultants, P.C. will only use your picture for identification purposes. Your picture will never be disclosed with any medical record releases or shown to anyone other than Neurological Consultants, P.C. staff for identification purposes. Neurological Consultants, P.C. is committed to maintaining the privacy and confidentiality of your health information, as defined in our Notice of Privacy Practices that complies with HIPAA

**Our Financial Policy:**

We will submit claims to your insurance company on your behalf. In order for us to do so, you must provide us with updated and accurate information at every visit. Please understand the agreement of the insurance carrier to pay for medical care is a contract between you and the carrier. Insurances vary in their coverage, and it is the patient’s responsibility to understand his/her medical benefits. There may be limitations and exclusions to coverage. The patient portion is set by the insurance company.

You are responsible for any co-payment due at the time services are rendered. If you do not have insurance or we cannot confirm eligibility of your insurance, payment in full is expected at time of service. It is also expected that you will pay any remaining balance within 45 days of when your insurance pays its portion. We are happy to work out a payment plan if you are having financial difficulties.

If your account is over 90 days past due, you will receive a letter stating that you have 30 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency and you may be discharged from this practice.

In the event your account is turned over for collections, you will be financially responsible for all responsible collections costs including attorney fees and court costs.

We accept cash, checks and Visa/MasterCard/American Express/Discover.

A fee of \$25.00 will be applied to all returned checks.

**Release / Payment Authorizations:**

I authorize the release of any medical information necessary to process my claims through Neurological Consultants, P.C. I further authorize payment of medical benefits to Neurological Consultants, P.C. for services rendered.

I have read and understand, and consent to the office policies of Neurological Consultants, P.C. outlined above.

Signed \_\_\_\_\_ Date \_\_\_\_\_

