

# Financial Information

**Record Changes** It is the patient's responsibility to notify the office of any personal record changes such as a change in address, phone number (home, work, or cell) and insurance. However, to keep our records current you will be asked to complete new demographics every six months

**Insurance** If your insurance requires a referral or authorization, it is your responsibility to obtain it from your Primary Care Physician. This referral or authorization number is required for your initial orthopaedic evaluation and treatment. As an existing treating patient, the same will apply if your visits have expired, for continued treatment as necessary.

**Insurance Co pays** Insurance co pays as required, are expected at the time of service.

**Payment Method** We accept Cash, Checks, MasterCard and Visa. Whatever method is chosen we expect that all arrangements prior to appointments or surgery to be made.

**Appointments** If you need to cancel or reschedule your appointment, please contact the office within 24 hours prior to your scheduled appointment date.

**Surgery Cases** We will be able to provide you with an estimate on the costs of your surgery beforehand. Our Financial Coordinator will help you finalize any financial arrangements before your surgery.

**Charges for Ambulatory Surgery** Charges for the surgeon and hospital are separate. The anesthesiologist, and in some cases the radiologist and pathologist, will bill you separately for their services.

**Workers Compensation Cases** If you are an injured worker and coming here for treatment, you need to file a first report of injury with your employer prior to your visit. You are required to bring the workers compensation insurance information with you to your initial appointment.

**Appointment and Pre-registration Verification** Our staff will attempt to contact you prior to your appointment to verify any new patient registration, appointments and insurance.

**Arrival Time** We request that new patients arrive 15 minutes prior to your initial appointment time to allow ample time for our staff to verify and finalize your records. If you are an existing treating patient with any record changes, please arrive 10 minutes prior to your appointment to allow time for our staff to make the necessary changes to your records.