

Metrolina Medical Associates

Patient: _____

Date of Birth: _____

Welcome to Metrolina Medical Associates. Please carefully review our office policies.

Office Policies

- We will file your insurance claim as long as you are covered by a plan in which we participate. Please keep in mind however, that even if we file an insurance claim for you, you are responsible for all charges until they are paid in full.
- Insurance companies only pay for what they consider medically necessary. Every insurance company has its own policies and these may change from time to time. We cannot be responsible for assuring that the services you are requesting will be covered. If your insurance company does not cover the services, you will be responsible for the charge.
- It is our policy to collect co-pays, co-insurance and deductible payments for services at the time they are rendered. Cosmetic and weight management fees are due at the time of service. We accept payment in the form of cash, check, and most credit cards.
- You are responsible for providing our office with all of your insurance policy information and your current demographic information such as address, contact phone numbers, email address, etc.
- Please understand that missed appointments with little or no notice prevent other patients who are in need of care from being seen by the doctor. We ask that you arrive on time for your appointment.
- If you are late for your appointment, you may be asked to reschedule.
- If the patient is a minor (any patient younger than eighteen), a parent or guardian must be present at the time of visit.
- Prescription refills – Always ask for medication prescriptions while you are in office seeing your Provider. You may receive a prescription for a medication during your visit. The provider will indicate whether there is a refill available on this medication. After you leave our office, if you need to have a medication refilled, first check with the pharmacy to see if there are any refills remaining on the original prescription. If not, you may call our office to request a refill, however, excessive requests by telephone may result in a prescription charge fee. If the refill is approved, we will notify you within 48-72 hours of receiving the request. To receive a prescription refill, follow up appointments must be kept.

Thank you for allowing us to participate in your healthcare needs.

Your signature below indicates that you read the above and agree to abide by these office policies.

Signature of Patient (or Power of Attorney)

Date

Reminders of Required Items for Your Visit

- **Insurance Card/Picture ID** must be presented at time of 1st visit
- **Co-Pay, Co-Insurance or Deductible** are due at Check In
- **Cosmetic Procedure Fees** are due at time of visit
- **Completed Patient Registration Paperwork**
- **List of Medications**
- **Parent or Legal Guardian must accompany patients who are minors**

Revised: May 2013