

WINDHAM GI OFFICE POLICY

Office hours

Monday: 9 am to 5 pm

Tuesday: 9 am to 5 pm

Wednesday: 9 am to 5 pm

Thursday: 9 am to 5 pm

Friday: 9 am to 4 pm

Appointments:

When making your initial appointment, please explain your needs to our scheduler. Our scheduler will give you the next available appointment. You will be asked for insurance information at this time. New patients should fill out patient forms ahead of time if possible. Always bring a copy of your **insurance card** and **photo identification** for the visit. Whenever possible, old records should be faxed to our office (860) 423 8739. Please bring a list of medications you are taking, including any over-the-counter drugs and those prescribed by other physicians. It is important for your doctor to be aware of your medications, particularly to help prevent a possible drug interaction. All office appointments are by Appointment only; there are NO walk-ins.

Your family and friends are always welcome in our office. Your appointment, however, is generally a private meeting between you and your physician, but you are certainly free to have a family member or close friend accompany you when you meet with the doctor. Procedure visits do not allow for family members to be present in the procedure area.

Cancellations

We have a 24-hour cancellation policy. If you are unable to keep your appointment, please try to give more than 24-hour notice. When a patient fails to appear for an appointment or cancels on the same day, other patients lose the opportunity to be seen. If you do not show up for your appointment or you cancel on the day of your appointment, you will be considered a NO SHOW.

Copayments

Insurance regulations require payment of these encounter fees at the time of service.

No Show and Late cancellation

If patients have two consecutive NO SHOWs or two NO SHOWs within one year, they will be discharged from the practice. If patients have more than 3 cancellations without good reason, they may be discharged from the practice.

Personal Conduct

If patients exhibit rude or threatening behavior to the office staff, they will be discharged from the practice.

Emergencies

If you have a true medical emergency you should call 911. If the problem is not emergent, a telephone call to the physician's office is best so that the appropriate triage can be performed.

Insurance and Referral

Please obtain referrals if appropriate well in advance of the appointment. We will file insurance claims for you for our services.

Prescription Refills

Please call or have the pharmacist call before 2:00 PM for routine refills. Please avoid calling for refills in the evening or during the weekend as the on-call doctor will not have access to your medical records to determine if a refill is necessary.

Telephone Calls

Routine telephone calls should be made between 9:00 AM and 3:00 PM Monday through Friday. Urgent telephone calls can be made at any time. True medical emergencies that cannot wait should prompt a 911 call. Return telephone calls by physicians will be made between procedures or at the end of the work day.

The doctor-patient relationship is a private one. For this reason, we do not provide information to others about our patients without their prior written consent. Due to the large number of telephone calls daily, it is impossible for the physician to personally talk to each patient. If you have questions regarding insurance or billing, your call will be directed to one of our staff who specializes in that area. If your call is about a medical problem or question, it will be directed to our medical assistant. If the assistant cannot answer your question, it will be directed to your doctor.

Privacy Notice

Our " Privacy Practices" describes how information about you may be used.

After Hours Emergency

We have covering physicians for after-hours telephone calls and our answering service will guide you through the process and contact the relevant doctor. Please identify yourself and explain your problem to them. They, in turn, will relay the message to the doctor on call for emergencies who will return your call as soon as possible. If you do not hear from the doctor, please notify the answering service or proceed directly to the hospital emergency department if you cannot wait any longer.

Test Results

We know waiting is not easy, but different tests take different periods of time to process. It is our policy to have the medical assistant call you to discuss your results and if necessary, schedule a follow-up office visit where all of your questions can be appropriately answered. The physician may also call you directly with results.

Medical Records

Your medical records are extremely confidential, the contents of which will be released only upon your prior authorization. If you visit another physician or move out of town, we will be happy to forward copies of your medical records upon your written request, as per HIPAA regulations. Release of information forms are available from our staff. Extra insurance forms, additional medical records, correspondence to outside agencies, etc., will require an extra fee because of the paperwork and time involved.

Billing Policies & Insurance

Our commitment includes delivering the very best medical care while trying to maintain cost by recognizing the need to limit services to only those that are necessary for each individual patient.

Charges for office visits and procedures are determined by the severity and complexity of the underlying problem. In general, our fees are comparable to other similarly trained specialists in the community.

Co-payments, deductibles, or any uncovered services are your responsibility and are expected to be paid at the time of service. If you do not have health insurance to cover your visit, please discuss payment with our financial coordinator. For your convenience we accept Visa, MasterCard, American Express, Discover, cash and checks.

We file insurance claims for services where our physicians are preferred providers. If you have secondary insurance, please notify us at the time of your visit, and we will be more than happy to also file your secondary insurance claim.

You will receive a monthly statement detailing the balance on your account. Please let us know if you are having financial difficulties – you will find us compassionate and understanding and willing to work with you to set up a payment plan.

If management of your health problem requires that you be sent to a laboratory, x-ray, or hospital facility, please know which facility your insurance requires us to use. Also, remember that you will be receiving a separate bill for those services, i.e., radiology, pathology, etc.

Patients are responsible for any charges incurred on the account resulting from treatment provided. Any balance due must be paid 30 days from the date of service, unless you have contacted our billing staff member to make payment arrangements. Violation of these policies can result in dismissal from the practice.

Collections

We utilize a collection agency for past due/unpaid accounts over 120 days from the date of service. If there are any issues with your account, please contact our office with questions and/or concerns. If there was an insurance issue that was not discussed or resolved prior to your account going to collections, you are responsible for the bill. Patients are responsible for all collections, interest, and legal fees associated with the collection process.

Authorizations for Procedures

If you are being scheduled for a procedure, our Billing Department will take care of any necessary preauthorizations with your insurance company prior to the procedure. We will notify you only if we encounter a problem. However, as a patient, you are responsible for knowing the specifics of your health plan, up to and including, referral authorizations and precertifications.

Self-Pay Patients

All self-pay patients are responsible for a \$200.00 deposit for the initial office visit. Self-pay patients will be responsible for a pre-determined deposit on all procedures which is due prior to the procedure. A payment plan can be set up for the remainder of the balance.

Affiliations

We are affiliated with the following centers:

Windham Hospital – Willimantic, CT

River Valley ASC – Norwich, CT