



## **Patients Rights and Responsibilities**

In order to deliver the highest level of care to our patients, we have implemented the following policies:

1. Patients have a right to review Family Allergy and Asthma Associate's Notice of Privacy practices, which will be furnished upon request.
2. Co-pays: All co-pays are due at the time of service prior to receipt of any medical services. All Medical services, including allergy shots, will not be rendered unless co-payments have been made. Please remember that co-pays are determined by a contractual agreement between each patient and his/her insurance company. It is your responsibility to know your co-payment amount. A five dollar (\$5.00) administration fee will be added for any invoices sent out to collect co-pays.
3. Insurance filing: Insurance benefits are determined by a contractual agreement between each patient and his/her insurance company. We only file insurance claims as a courtesy to our patients. All payments for services rendered by Family Allergy and Asthma Associates are the responsibility of the patient, not the insurance company.
4. Referrals: If your insurance company requires you to have a referral, please present to our office staff prior to seeing the physician. If you require a referral but do not have one at the time of your visit, you can either reschedule or pay up front for your office visit.
5. Please refrain from using cell phones or other electronic equipments that may infringe upon other patients.
6. Lab results: Since we want to ensure the highest level of care, patients will be contacted by phone of all abnormal results and asked to return to our clinic, if necessary, for a detailed discussion of the results with the doctor. We will also contact you if necessary for normal results.
7. Prescriptions: All prescriptions refill(s), unless emergent, will require at least a 24 hour notice during normal business hours. Please have the pharmacy fax all refill requests to our office. Please note, at the time of your visit, we will provide you with enough refills to last you until the next office visit. We will not refill medications in between office visits unless it is an emergency. You will be required to schedule a visit if you need another prescription before your next scheduled appointment. Please make certain that you've received all prescriptions and appropriate refills before leaving the office.



8. Since many of our patients have severe food allergies, food and drinks are not allowed in the clinic, including the waiting area.
9. Please notify our staff members of any changes in your health status or medications prior to undergoing any procedures, specifically skin testing and /or immunotherapy.
10. There will be a \$35.00 fee charged for any missed clinic appointments and a \$10.00 fee for any missed allergy injection appointments. To avoid this charge, please call to reschedule or cancel at least 24 business hours prior to your appointment.