

Cardiology Associates of Fredericksburg

Policies and Procedures Agreement

Team Care Approach

CAF believes in a “Team Care Approach” meaning our physician’s and nurse practitioners work together to provide you quality care whether you are in our office, or in the hospital.

Your practice physician will establish your plan of care. The physician will then determine when it is appropriate for that plan to be carried out by a nurse practitioner. This means that at any given visit you may see your practice physician or the nurse practitioner they have assigned to your case. Every nurse practitioner is supervised at all times by a physician and all treatment plans are reviewed by that physician.

If you are hospitalized for cardiac related issues at Mary Washington Hospital or Spotsylvania Regional Medical Center, the CAF physician and nurse practitioner assigned to that facility for the day will deliver your care. The care you receive will be reported to your practice physician.

Late Arrival Policy

We believe that our patients’ time is valuable. As a courtesy to our other patients, those who arrive more than **15 minutes** after the scheduled appointment time will be rescheduled. In some cases, if openings are available, it may be possible to reschedule for the same day at a later time. Advanced notice of your late arrival is necessary for any special allowances or considerations.

Cancellations/Missed Appointments

Your appointment time is reserved exclusively for you. **Twenty-four hours notice is required** for cancellation of appointments to avoid a missed appointment fee of **\$25 for Office Visits, \$50 for Testing, and \$150 for Nuclear Stress Tests**. You are required to pay this fee prior to your next appointment.

Our schedules are consistently full and we need time to fill your vacant slot with another patient from the waiting list. Testing slots are especially difficult to fill on short notice because of required insurance authorizations and regulatory requirements. Additionally, nuclear stress tests require us to purchase a medication specifically for you and your designated appointment time. If we are unable to cancel this medication order, the cost will be billed directly to the patient and is not billable to insurance.

Please be advised that multiple missed appointments may result in dismissal from our practice.

Completion of Forms and Letters

This service is not covered by insurance. It requires time from administrative and clinical staff as well as physicians. A fee of \$25 will be charged for completion of forms and the writing of a letter. Payment is due prior to service. Please allow up to 5 business days for completion.

Medical Records

Patients must complete a Medical Records Release form to have their records sent to a third party or to receive a copy for personal use. Forms may be completed in the office or faxed to 540-373-1124. There is no fee to transfer records directly to another provider. A copy of each progress note and test results are routinely sent to the primary care/referring physician on record without a release.

The following fees apply to copies obtained for personal use: \$10.00 administrative fee PLUS \$0.50 per printed page for the first 50 pages and \$0.25 per printed page thereafter, or \$10.00 administrative fee PLUS \$5.00 per CD. Alternatively, records may be transferred to the NextMD Patient Portal at no charge.

Prescription Refill Policy

Please have all of your prescriptions renewed during your office visit. **Patients must have been examined with all necessary labs completed within the last 90 days in order to receive medication refills.** If you have not been seen in more than 90 days, you must schedule an appointment for prescription renewals. Please have all refill requests sent to CAF by your pharmacy or make a request through the NextMD Patient Portal. Allow 3-4 business days for all refill requests. Prescriptions **will not** be called in after hours or over the weekend.

Test Results

Test results will be explained during your follow up appointment or by phone after they are reviewed by your provider. If you do not have a consult with a CAF Physician, please obtain your results from the ordering physician. Copies of test results will only be distributed after the provider has reviewed the results. If you do not have a follow up appointment and you have not received your test results within 7 days, please call for results or make a request via the NextMD Patient Portal.

Request for Pre-Operative Clearance

In order to provide pre-operative clearance for surgical procedures, CAF policy requires patients to have been seen in our office within the past 30 days. If an appointment is needed, the appointment date provided will be based on whether the surgical procedure is for emergent or non-emergent care.

Every effort will be made to schedule an appointment for an emergent procedure within 2 business days and 5-10 business days for a non-emergent procedure.

Appointments will not be scheduled until our office has received the following: copy of the patient's last office note, current EKG, and recent labs if available.

After Hours Calls

The on-call physician is available by phone for after-hours **emergencies**. Please do not contact the on-call physician for routine questions or prescription refill requests. Prescriptions **will not** be called in after hours or over the weekend.

Payment

Patients with Insurance: By Federal Law and Managed Care Contract Law, this office is required to collect co-payments/co-insurance at the time services are rendered. Penalty for not following this requirement could result in the termination and cancellation of medical coverage for the patient. **Patients with a deductible are required to make a deposit at the time of service.**

Patients are responsible for obtaining required referrals. Patients will be required to sign a waiver for any non-covered services and will be responsible for the resulting balance.

Patients without Insurance: Payment for estimated charges is due at the time of service by cash, check or credit card. A discount of 30% will be applied to accounts paid in full within 30 days of the date of service. Payments may be extended up to 90 days for extensive procedures with the approval of our billing department and office manager.

CAF does not have a charity care program at this time. However, we do accept referrals from the Moss Free Clinic and Guadalupe Free Clinic.

Returned Checks: There is a \$25.00 fee for any check returned by your bank.

Please be advised that failure to have your account paid in full within 90 days may result in dismissal from our practice. Accounts over 90 days old are considered delinquent and may be turned over to collections. Patients will be charged an additional 33 1/3% of the balance due in addition to the delinquent balance.