

Carolina Gynecology PA

Financial Policies

COPAYMENTS

Co-payments are due at time of services.

RETURNED CHECK FEE

We are happy to accept your personal check. In the event that the check is not honorable by your bank for insufficient funds, there will be a \$25 charge to cover the returned check fee. All patients that had checks returned to use will be required to pay for some other method (cash, debit or credit card) in the future.

NO SHOW & SAME DAY CANCELLATIONS

If you are unable to keep your scheduled appointment, please call the office immediately. Please give us at least 24 hours advance notice for a cancellation or by our policy you may be subject to a \$40 no show/same day cancellation charge. We reserve the right to discontinue our services after three (3) missed appointments without 24 hour notice.

CONFIDENTIALITY

Our work together is completely confidential, as are your records. Your social security number is required for billing and financial responsibility, this information is protected under the same confidentiality laws as your personal medical records. Your explicit permission is required to release information about your treatment to doctors, insurance companies, family members or other (including other practitioners).

REFUNDS

The office policy on refunds is such that you will not be reimbursed for refunds less than \$20. All refunds less than this amount will be reserved and applied toward future charges that incur.

DISCRIMINATION

We do not tolerate discrimination. We do however maintain the right to terminate care in the setting of violence, abusive or threatening behavior, noncompliance with care and/or office policies, and failure to make payment arrangements.

MEDICAL RECORDS/BILLING

We are happy to process your request for medical records. Our fee may be up to \$20 for copying, faxing and/or permanent transfer of medical records of 15 pages or more. For questions regarding billing please contact our billing service directly at 919-846-6962.

AFTER-HOURS CARE

In the event of an urgent situation after hours, our preferred location is NextCare Urgent Care, Falls Valley or any Urgent Care closest to you.

PRESCRIPTION POLICY

We are unable to call in routine prescription refills after normal business hours as we have no access to your chart. If this is necessary you may be subject to a \$25 charge. Please contact your pharmacy for refill request and allow 48 hours notice for routine prescription refills.

I, the undersigned, have read & understand the financial policies as set for by Carolina Gynecology, PA and agree that I am subject to these policies until revoked in writing.

Signature of Patient or Legal Guardian

Date