

# OFFICE POLICIES & PROCEDURES

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## Office Hours and Missed Appointments

- Regular office hours are 8:00 am to 5:00 pm, Monday – Thursday and 8:00am - 1:00pm on Fridays.
- We require 24 hours notice if you find it necessary to cancel your appointment. There is a **missed appointment** fee for **all** appointments not cancelled within 24 hours.
- **We do reminder emails as a courtesy ONLY.** If you do not receive a reminder email, you are still responsible for keeping your appointment.

## Emergencies

- In case of emergency during regular business hours, please contact the office as soon as possible.
- In case of an emergency after hours please go to the nearest emergency room, or call the regular office number and the answering service will contact your physician.

## Insurance and Payment

- Payment of co-pay and/or deductible is expected at the time of your appointment, unless prior arrangements have been made with the office manager.
- Notification of any change in your insurance status must be provided **before** your scheduled appointment.
- If we are not provided insurance information in a timely manner, you will be required to pay in full for services.
- You are required to call your insurance to obtain authorization for your initial appointment. If this is not done, the insurance will not pay us and you will be held responsible for payment.

## Prescription Refills

- Medications will be handled during regular office hours.
- Pharmacy must contact us for refill authorization.
- Please allow 48 hours for completion on all refill requests.
- **Controlled substance medications (such as Xanax, Klonopin, Adderall, etc.) will not be refilled early regardless of whether they are lost, stolen, misused, etc.**

## Fee Disclosure

The following fees are incurred when you request services in addition to your regular office visit. These fees are not paid by your insurance plan and are payable at the time the services are rendered. These fees include, but are not limited to:

1) Medical records	\$25.00
2) Returned checks	\$35.00
3) Letters to employer, school, etc.	\$25.00 - \$45.00
4) Disability paperwork	\$45.00
5) Missed / cancelled appointment without 24 hour notice	\$50.00 - \$125.00
6) Prior authorization appeals	\$45.00

## Termination of the Physician – Patient Relationship

A good relationship between a physician and his or her patient is essential for quality medical care. There are times when this relationship is no longer effective and the physician finds it necessary to ask the patient to select another physician. The following are some of the situations that would make this necessary:

- 1) after the third missed appointment
- 2) non payment of account
- 3) not following treatment recommendations
- 4) misuse / abuse of prescribed medications
- 5) abusive behavior towards office staff

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I have read and understand the Office Policies, and I agree to be bound by its terms.

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_