



Office Policies and Procedures Agreement

Office Hours

Our office is available Monday-Thursday 8:30am to 4:30pm, and Friday from 8:30 to 12:00pm.

Emergency/After Hours: If you have an emergent medical need after office hours, please call our phone number and following the prompts to be connected to the provider on call. We do ask that if you need an appointment, prescription refill or test results, that you call during normal business hours or send an email through the portal with your request. If you send your request through the portal, please give our team 24 hours to respond to your request.

Appointments

Elite Gynecology is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow-up due dates. If your visit is for a Well Woman Exam, please call the office 4 weeks in advance.

When calling for an appointment, please provide your name, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information.

While we strive to schedule appointments appropriately, emergencies can and do occur. We strive to give all of our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date.

To ensure quality care, Elite Gynecology, LLCs, does not treat patients we have not seen (i.e., we will not call in prescriptions or offer medical advice for patients prior to their initial visit). Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed together, so an effective and appropriate plan for your healthcare can be determined.

Cancellation of an Appointment

In order to be respectful of the medical needs of our patients please be courteous and call Elite Gynecology, LLC promptly if you are unable to attend an appointment. This time will be reallocated to another patient who is in need of treatment. This is how we can best serve the needs of all of our patients.

If it is necessary to cancel your scheduled appointment we require that you call one (1) working day in advance. Appointments are in high demand, and your early cancellation will give another patient the ability to have access to timely medical care.

No Show Policy

A “no show” is the term we use when a patient misses an appointment without cancelling it within one (1) business day in advance.

Unfortunately, “No-Shows” inconvenience those patients who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”. An administrative fee of \$50.00 will be billed to your account. You will be sent a letter alerting you to the fact that you failed to show for a scheduled appointment and did not cancel the appointment within one (1) business day in advance along with the bill for the administrative fee. A copy of the letter will be placed in your medical record. Three (3) “no-shows” within one (1)

calendar year will result in a temporary suspension of services. In order to reinstate services, you will be required to meet with your physician within 30 days of the third no show letter to evaluate your situation. In the event you do not respond and/or schedule an appointment within 30 days, we will consider your patient status as terminated.

Office Closings

If our office is closed due to weather conditions or other circumstances beyond our control, the following procedures are used to inform our patients:

- If you are scheduled for an appointment, you will receive an automated message by telephone.
- Closings will be displayed on our website and on Facebook.

Insurance

- - Elite Gynecology accepts most insurance plans. If you have specific questions regarding your insurance and coverage, please contact your insurance provider.
- - It is the patient's responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment.
- - All patients will be asked to present their current insurance card at each appointment. Failure to have your card could delay your appointment, and it will be the responsibility of the patient to provide proof of coverage.

Payments

- ▪ Patients are responsible for co-pays at the time of services rendered. There will be an additional fee of \$10 for all co-pays not paid on the day of appointment. Please come to your appointment prepared to pay your copay.

- ▪ If applicable, you will be billed for services not covered by your insurance by our billing department.

- ▪ Elite Gynecology accepts cash, personal checks, MasterCard, Discover, Visa and American Express. Checks can be made out to Elite Gynecology.

- ▪ It is the policy of Elite Gynecology to make all reasonable attempts to collect outstanding balances' should they accrue, including, convenient payment arrangements. Following these attempts, accounts in poor standing will be outsourced to a third party for the purpose of collection.

- Please note that “NO SHOW” charges are the Patient’s responsibility and will not be billed to the insurance company

Prescription Refills and Pharmacy Information

- ▪ Please inform Elite Gynecology of which Pharmacy you use and update us if this should change. Please use your Patient Portal to update this information. Please allow two to three business days for refill requests to be completed. We encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed.

- Our Practice does not routinely order Narcotic Pain Medicine, therefore you may be required to obtain these medications through a Pain Management specialist.

Confidentiality and Medical Records

- Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. All patients can request a copy of their medical records one time, free of charge. Additional copies may be requested at a cost of \$0.75 per page. The law allows Medical Offices 30 days to complete requests for records. However, our medical records department puts forth every effort to respond to these requests in a timely manner.

Completion of Letters or Forms

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at Elite Gynecology will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming, please allow 7-10 days for completion of requested forms/letters.

Patient Portal

As a means of ensuring timely communication with our patients, we strongly encourage you to sign up for the Patient Portal, which can provide a quick and easy method for scheduling appointments, entering and updating medications, etc. As a new patient, you will receive instructions on how to sign up for the

Patient Portal. If you have questions or need assistance, please feel free to speak with a member of our reception team.

ADDITIONAL INFORMATION

If you have further questions or need additional information about our services, please feel free to call our office at 803-638-3946 and/or visit our website at www.elitegynsc.com.

Elite Gynecology

OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

RECEIPT ACKNOWLEDGMENT FORM

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Elite Gynecology OFFICE POLICIES & PROCEDURES FOR PATIENTS form.

Printed Name

Signed Name

Date