

## **PELICAN MEDICAL SPECIALISTS PLLC - OFFICE POLICIES**

### Financial & Insurance Policy

If you have a Pelican Medical Specialists PLLC (PMS PLLC) participating insurance: At the time of your appointment your copay, coinsurance and/or deductible will be collected. After PMS PLLC bills your insurance, the balance remaining will be due, unless arrangement is made for payment with the Financial Counselor. If you have an insurance that PMS PLLC does not participate in, you are responsible for payment of your bill at the time of service. PMS PLLC will, however, file non-assigned claims to these insurance companies as a courtesy to you. If you do not have insurance: At the time of your appointment, you will be expected to pay the discounted financial portion in full at time of service.

### Authorization and Assignment of Benefits

**Release of Medical Information Authorization:** I authorize PMS PLLC to release pertinent information about my medical condition for the purpose of securing health insurance benefits information, authorization or payment for services and tests. I will provide a current copy of any insurance identification cards, policy numbers and demographic information to PMS PLLC upon request. I also authorize PMS PLLC to act as my representative and on my behalf to secure all authorization necessary from my insurance company regarding procedures or orders involving a surgical procedure or medical test performed by PMS PLLC or an associate, including, if necessary, any appeal of a denial of benefit and in billing my insurance carrier for medications and/or supplies. I understand that I may revoke this authorization at any time by giving PMS PLLC a written statement to withhold my personal and medical information from that time forward.

I request that payment of authorized insurance benefits be made on my behalf to PMS PLLC for any services or tests provided to me by PMS PLLC. I understand and agree that a copy of this authorization and/or assignment of benefits, when signed by me, my authorized representative, or a legal guardian, may be sent to my insurance company or health care provider, if requested. A copy of this authorization and assignment of benefits shall be as valid as an original, and PMS PLLC may refer to my signature on file regarding this authorization and/or this assignment of benefits.

By my signature, or an authorized signature, below, I understand and agree to the following:

I am financially responsible to PMS PLLC for any charges not covered by my health care benefits and for any portion of any charges denied by my health care benefits, in accordance with applicable law. I am responsible to PMS PLLC for any changes in my address and in my health care coverage. In some cases, exact insurance benefits cannot be determined until the insurance company receives the claim and this may result in balances billed to me, such as deductibles, pre-existing clauses, etc...I acknowledge receiving a copy of PMS PLLC Notice of Privacy Practices, I understand that PMS PLLC will endeavor to obtain authorization from my insurance provider to reimburse PMS PLLC for services and/or tests that may be covered. However, there is no guarantee that PMS PLLC will receive authorization or payment from my insurance provider.

### Prescriptions & Refill Policy

**Prescriptions Refill:** Plan on a 72-hour turn-around time for routine refills, and place call to the pharmacy to see if the medication is ready. When you request for a refill via online or telephone, please include all medications that need to be refilled within the next thirty days. When you come into the office, please ask for refills of prescription medications that you keep on hand. If you have mail in pharmacy paperwork, we will be happy to assist you in completing the paperwork. However, it is the patient's responsibility to forward the paperwork or prescriptions to their pharmacy. **Samples Refill:** Plan on a 24-hour turn-around time for sample refills.

### Release of Medical Record Policy

Please allow 3-5 business days to complete requests for medical records. PMS PLLC may charge a reasonable and customary fee for all medical record requests that will be collected prior to records being released.

### Patient's Rights & Responsibilities

As a patient of PMS PLLC, you have specific rights and responsibilities during your care. We believe that an informed patient, taking an active interest in his or her care, is happier emotionally and headed for a more satisfactory outcome. PMS PLLC, its physicians and staff treat all persons without regard to race, creed, national origin, age or disability.

### Patient's Rights

1. You will receive medically indicated care regardless of race, creed, gender, national origin or source of payment.
2. You have a right to considerate, respectful care as an individual at all times and under all circumstances.
3. You have a right to a safe environment for your treatment and care. You also have a right to care and accommodations that take into consideration physical disabilities that would otherwise impact your care.
4. You have a right to personal and informational privacy, within the law.
5. You have a right to know the identity and professional status of your caregivers and to know which physician is primarily responsible for your care.
6. You have a right to complete information from your primary practitioner on your diagnosis, treatment and any known prognosis.
7. You have a right to reasonable, informed participation in decisions on your care.
8. You have a right to visitors and to telephone or written communication with others.
9. You have a right, at your own expense, to consult a specialist.
10. You may refuse treatment to the extent permitted by law, although it may result in the termination of the physician-patient relationship.
11. You will not be transferred to another facility without a full explanation of the need and an explanation of alternative. The other facility must also accept you before your transfer.
12. You are entitled to complete information from your practitioner on any continuing health care requirements following your discharge.
13. You have a right to an itemized and detailed explanation of your bill for services.
14. You are entitled to an explanation of PMS PLLC rules and regulations for patient conduct as well as the office's systems for handling patient complaints.
15. You are entitled to information about Advanced Directives and Durable Power of Attorney for healthcare. You should share this information with your family and physicians.

### Patient's Responsibilities

1. You should provide, as fully as you can, accurate and complete information on present complaints, past illnesses and hospitalizations, medications and other matters regarding your health. You are also responsible for reporting any changes to your practitioner.
2. You should tell the staff if you do not understand explanations of your care or what is expected of you.
3. You are responsible for following the treatment plan your physician recommends.
4. You are responsible for your actions if you refuse treatment or do not follow your physician's orders.
5. You are responsible for having your bill paid as promptly as possible.
6. You are responsible for following PMS PLLC rules for patient care and conduct.
7. You are responsible for being considerate of the rights of other patients and office personnel, including controlling noise, the number of visitors and no smoking.

By signing below, I hereby consent to treatment necessary for the care of the patient indicated on this form. I certify that the information I have provided is truthful, correct and complete, and I understand and agree to the terms of this authorization and assignment of benefits. I acknowledge that any inaccurate information provided, or omission of accurate information may delay the processing of my services and tests and shall result in Pelican Medical Specialists PLLC billing me for the services and tests provided.

Patient/ Parent/ Guardian Name: \_\_\_\_\_

Date: \_\_\_\_\_