

Chris J. Gualtieri, MD Eye Laser and Vision Center

~ GENERAL OFFICE POLICIES ~

1. **NON-DISCRIMINATION**~ We will treat all patients as equal and we do not discriminate on basis of race, gender, sexual orientation or religious affiliation
2. **PATIENT CONDUCT**~ We expect all patients to behave in a respectful and mature manner. Any patient who is disruptive, abusive, threatening, non-compliant or inappropriate will be discharged from our care immediately
3. **CANCELLATIONS** ~ We kindly ask for a 24 hour cancellation notice to make your appointment slot available to another patient. "NO-show" missed appointment patients will be charged \$ 25.00
4. **PATIENT PRIVACY** ~ We abide by the HIPPA privacy regulations. Your medical record is protected information and we will safeguard its contents. Medical information is released only by your written permission. Please ask for the full disclosure to read and sign...it's the federal law
5. **INSURANCE** ~ We accept many insurance plans and a few HMO plans. An authorization for your visit may be necessary. It is your responsibility to obtain the necessary authorization PRIOR to your office visit. If you are not eligible or authorized for the exam or treatment services, you can still be seen and treated, however payment for the services is due during check out
6. **BILLING** ~ We bill your insurance as a professional **courtesy**. Our charges are based on "usual and customary professional fees." The insurance company pays us based on a negotiated or contracted fee rate minus any co-pays, co-insurance or deductibles due. You have the ultimate responsibility to make sure your insurance has been billed and your account is paid in full by your insurance and any required out-of-pocket funds. Late fees will apply to past due accounts. We reserve the right to send any past due account to collections and refuse to see a patient until their past due account is paid in full
7. **PRIVATE PAY**~ We will gladly see any patient who does not have insurance. A 10% discount is applied to the "usual and customary professional fees" rate. Payment for services is due during check out
8. **PARKING** ~ Valet parking is available at no-charge to patients
9. **EXAMINATIONS & SURGERY**~ We offer a wide range of medical and surgical services utilizing the most advanced equipment and techniques. Verification of coverage and authorization for any procedure may be necessary. Final payment for these services is the ultimate responsibility of the patient. See # 6
10. **OPTICAL**~ A full service optical department is available for glasses and contact lenses. We will bill your vision plan insurance as a courtesy. We gladly accept cash, check or credit cards to pay for any optical items not covered as a vision benefit