

KEVIN W. LOUIE, M.D.

Office Policies

Dear Patient,

Thank you for your continued support of this practice. We would like to take this opportunity to inform you about our policies.

We will make every effort to accommodate your scheduling needs. In return we ask that you help us by keeping your scheduled appointments, and by notifying us at least 24 hours In advance if you are unable to do so. Patients who fail to arrive for their scheduled appointment or who cancel with less than 24 hours advanced notices will be charged a missed appointment fee of \$50. This fee cannot be charged to your insurance carrier.

All office visit co-payments are expected at the time of service.

Please allocate at least 1½ hours towards your appointment. This is at times a difficult area to find parking, therefore remember to include enough time for this while planning your visit.

For all medication refills, please call your pharmacy directly. Please allow 24 hours turnaround time for prescription requests. Please note that we do not process these requests on Fridays.

If you have any billing questions, please contact our billing department between 8:00am and 4:30pm, Monday through Friday at (415)972-4500.

We will bill your insurance companies as a courtesy; however, it is the patient's responsibility to pay for all charges not covered by their insurance, including but not limited to, co-payments, deductibles, co-insurance, and non-covered services. The patient also agrees to complete all necessary paperwork in order for his/her claim to be paid by an insurance company and accepts full liability for all charges if payment is not made by the insurance company.

Finally, as a courtesy to staff and other patients, please refrain from using your cell phone while in the office.

Signature:

Date:
