

Rehabilitation Associates Of The Main Line P.C.

Jeffrey Friedman, M.D.

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Bryn Mawr, PA 19010
TEL: 610-525-2601
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John Kraus, M.D.,
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BM REHAB HOSPITAL
BM WORKS DEPT.
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Joseph Richards, D.O.

MALVERN OFFICE
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Office Policies for Appointments

The doctors and staff of Rehabilitation Associates of the Main Line strive to make your visit to our offices as convenient and comfortable as possible. We value you as our patient and we strive to meet your needs.

PREPARING FOR APPOINTMENTS:

Please arrive as directed before your scheduled appointment in order to complete all the necessary paperwork. If time allows between scheduling your appointment and the actual appointment time, you may receive the required forms prior to your appointment. If the following information is available, please bring it with you for your visit.

- Pertinent medical records
- MRI, X-Ray, CT scan reports and films
- Any studies, reports pertaining to your condition
- A list of your current medications/prescriptions/allergies
- Your insurance card(s)
- Your photo ID / Driver's License
- Your payment for your co-pay, coinsurance and deductible
- Your pharmacy name, address and telephone number.

REFERRALS:

Referral authorization is required by most HMO/POS plans for visits to an outside specialist, lab or facility. It is your responsibility to know if your plan requires prior authorization. Any patient who arrives for their appointment without the necessary referral may be asked to reschedule their appointment for another day in order to obtain the referral from the primary care provider. You will be held responsible for payment of any services rendered without the appropriate referral.

MEDICATION REFILLS:

Please let your physicians know, at the time of your regular follow-up appointment, the prescriptions that you may need refilled prior to your next scheduled appointment. Please note: ***It is our policy that narcotics are typically not refilled after hours, on weekends or over the phone.*** Please allow 72 hours for refill requests to be processed.

TELEPHONE CALL BACKS:

Your physician is usually seeing patients during office hours. Your message will be given to the physician or a covering physician. In certain cases, some issues can be addressed by the support staff. In order to expedite your call, please be sure to let us know the reason for your call.

LATE ARRIVAL POLICY:

We respect the time of all our patients. We strive to stay on schedule so that your wait time is minimal. If you are delayed and arrive late for your appointment, every effort will be made to see you the same day. However, you may be required to wait or your appointment may need to be rescheduled. Please call the office if you are running late.

POLICY OF MUTUAL COURTESY:

We strive to understand and attend to the needs of all our patients and expect that you will respect our staff. At our sole discretion, we reserve the right to discharge anyone who exhibits behavior deemed abusive to our staff.

FINANCIAL POLICY:

As a service to our patients, we will bill insurance carriers directly for visits and procedures, but please bear in mind that the patient is responsible for any outstanding balance.

- Co-payments, co-insurance and deductibles are due at the time of service. It is our policy not to waive co-pays. In addition to cash and personal checks, we accept Visa, MasterCard, Discover and debit cards. A billing fee of \$20.00 will be added if your co-pay or co-insurance is not paid at the time of service.
- Overdue balances are expected to be paid at the time of service unless a payment agreement has been established. Any appointments will be cancelled until payment in full has been received.
- Insurance eligibility and verification will be checked prior to your office visit. Ineligible member's insurance will not be honored and payment for services rendered will be due in full at the time of visit or the visit will be cancelled until the insurance issue is resolved.
- No-shows may be charged a minimum fee of \$43.00 for a missed follow up appointment or a \$100 fee for an initial appointment. Additional charges will be commensurate with the service anticipated for that appointment.
- All cancellations must be called in at least 2 business days prior to your scheduled appointment; otherwise you may be billed the administrative fee for a no-show appointment.
- Please bring a valid photo ID and current insurance card as proper identification is required to ensure proper billing.

ADMINISTRATIVE FEES:

- A late payment fee may be charged on all accounts which are greater than 60 days past due.
- A fee of \$35.00 will be charged for checks returned due to insufficient funds.
- The practice will no longer accept checks on an account that has been returned for insufficient funds.
- There is an administrative processing fee for any forms and/or letters that are requested outside an appointment time. The minimum fee is \$40.00. Completion of more complex forms will be charged according to our fee schedule. Some forms may require that you schedule an office visit.

We value you as our patient and strive to make your visit to our office as convenient and comfortable as possible. We welcome your suggestions.

For any other suggestions or concerns:

Patricia Soares
Practice Manager
484-596-7869

Rehabilitation Associates of the Main Line, P.C.

Office Policies

I have read and understand the office policies for Rehabilitation Associates of the Main Line.

Signature:

Printed Name:

Date:
