

DEBORAH J. FREEHLING, M.D., INC.

Board Certified

Ear Nose & Throat · Allergy · Head & Neck Surgery · Facial Plastic Surgery

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www.SiliconValleyENT.com

OFFICE POLICIES

Welcome to our office! Our goal is to provide you with the best medical care possible. To help answer any questions that you may have, we have outlined our policies below. We hope this information will be helpful to you. Please feel free to discuss these with us at any time if you have any additional questions or constructive comments.

Dr. Freehling practices Ear, Nose & Throat (Otolaryngology) with special interests in Facial Plastic Surgery, Otology, and Skin Care.

Dr. Freehling takes most PPO's. It is your responsibility to make sure that the doctor is contracted with your plan and know your benefits. Our office **does not** accept Medicare assignment. Therefore, the payment is due at the time of the visit. Please ask the staff for more details regarding Medicare.

Our office hours are: 9:00 AM to 12:00 PM & 1:30 PM to 5:00 PM, on Monday, Tuesday, and Thursday. On Wednesday & Friday, our office hours are 9:00 AM to 12:00 PM & 1:30 PM to 4:00 PM.

PLEASE NOTIFY US 24 HOURS IN ADVANCE IF YOU NEED TO CANCEL OR CHANGE AN APPOINTMENT. IF YOU DO NOT NOTIFY US, YOU WILL BE CHARGED \$75.00 FOR THAT APPOINTMENT TIME. Emergency cases are seen immediately. Urgent cases are seen as soon as time permits. After hour emergency patients should go to their nearest hospital emergency room. There will be time when we have to reschedule your appointment due to changes in the Doctor's schedule – we apologize for any inconvenience this may cause.

There may be a charge for telephone consultations. Your insurance may not cover this and you will be responsible for these charges, if you wish to speak to the doctor by phone rather than at an office visit.

Signature: _____

Print Patient's Name: _____

If you require additional test or procedures, fees will apply that are in addition to your appointment visit fee. Payment is required at the time of your visit. We accept cash, personal checks, or credit cards. We will also ask for a copy of your insurance card. Patients covered by PPO's need to pay their co-payments at the time of their visit. We will charge a \$5.00 billing fee in addition to your co-payment if your co-payment is not paid at the time of your visit.

As a courtesy, we will bill your insurance for you. If there are problems with your insurance claim, we will help by rebilling, if needed. Your insurance policy is a contract between you and your carrier. You are responsible for payment of your account, regardless of the status of you insurance claim. With PPO contracts, adjustments are made after the EOB (explanation of benefits) is received.

If surgery has been scheduled, a deposit may be due at the preoperative appointment. If the surgery is not covered by insurance, the full amount will be required. We apply a rebilling charge in cases of past due accounts. Delinquent accounts may be turned over to an outside collection agency.

We need to update your registration information and signature at each visit for insurance purposes.

Payment Plan: We understand that financial problems do arise from time to time. Please let us know if you need to arrange a payment plan to allow you to pay off your balance in monthly installments. Our manager will gladly assist you with these arrangements.

We look forward to working with you. Please fill out the enclosed information sheet(s) and bring them with you to your appointment along with any pertinent lab work, X-rays, referral letters, and/or medical records.

Date: _____