



## Policies and Procedures

***After Hours Emergencies:*** Performance Foot and Ankle Specialists (PFAS) works closely with Swedish Medical Center to provide continuity of care for after hours emergencies. Dr. Lowinger or physician on-call can be reached after hours for urgent concerns only. Medication refills will not be done after hours or on weekends/holidays. Please call the office phone number and listen to the message to obtain the on-call pager number. This will change periodically.

***Cancellation policy:*** Making changes to or cancellations of appointments should be done 24 hours in advance of the scheduled appointment time. A \$50 fee may be charged if this policy is not followed. New patients who do not follow the policy may not be rescheduled.

***Controlled substances:*** Narcotic medication prescriptions are not dispensed from this office except for immediately following surgical procedures and occasionally for acute injuries. Treatment of chronic pain with narcotics is not offered at PFAS. Using false information to obtain controlled substances is against the law and PFAS will work with law enforcement help control this serious and increasing problem.

***Insurance billing:*** PFAS accepts most insurance plans. We will make every effort to obtain reimbursement from your insurance plan for our services. You are ultimately responsible for payment for all services rendered at PFAS. It is your responsibility to ensure that your insurance coverage is in force at the time of your visit and that you have an up to date referral (if this is necessary for your plan). If you have questions regarding potential out-of-pocket expenses (deductable, co-pay, co-insurance), we recommend that you contact the customer service department at your insurance company. We are available to answer any questions regarding our services and fees.

***I have read and understand the policies described above.***

***Signed:*** \_\_\_\_\_

***Date:*** \_\_\_\_ / \_\_\_\_ / \_\_\_\_