

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

## **Acknowledgement of Office Policies**

### **Insurance Information**

Diabetes and Endocrinology of Denver participates with many insurance companies. Your insurance may require a referral from your primary care physician. It is your responsibility to know in advance if a referral is needed. If your insurance requires a referral and one is not in place and you are seen, you will be responsible for your visit. Please check with your carrier in advance regarding referrals and deductibles.

### **Cancellation/No Show/Late Arrival**

If you cancel an appointment with less than one business day notice or no show for your appointment, you will be charged \$50 for a follow up visit and \$100 for a new patient visit. If you arrive more than 10 minutes late for your appointment, you may be asked to reschedule and a no show fee may be charged. We ask that you arrive 10 minutes prior to your appointment time for a follow up visit, and 20 minutes prior to your appointment time for a new patient visit. Parking can be an issue at Sky Ridge so please plan appropriately.

### **Phone Hours**

8:30 a.m to 4:30 p.m. Monday through Friday

### **Prescription Refills**

Please contact your pharmacy first for refills on any existing prescriptions written by Dr. Weinstein. Please allow 3-5 business days for refills and be sure to call your pharmacy first to see if a refill was sent prior to contacting the office. Portal messages are the most effective way to contact the office if the pharmacy doesn't have the refill. You should request refills when you have 7-10 days of medication remaining to ensure you don't run out. If requesting refills through the portal, please specify all medications that need refills, whether you need a 30 day or 90 day prescription and to which pharmacy refills should be sent. Please include all medications in one message. Do not send separate messages for each medication. If you are overdue for a follow up appointment, refills may be denied until you are seen and/or scheduled.

**Patient Portal Messages**

***This is the preferred and most efficient way to communicate with the office and your provider for all non-urgent questions and refill requests. Please allow 3-5 business days for a response. If you have an urgent matter that cannot wait 3-5 business days, please send a portal message AND call the office. Please use "urgent" in the subject line of any urgent portal messages. Please include all questions in the same message. Do not send duplicate messages as it delays response times. Please do not add on to old messages, instead create a new message for a new issue.***

**Phone Messages**

**Non-urgent phone messages for your provider will be returned within 5-7 business days unless we are notified of urgency. If you have an urgent matter and don't receive a prompt callback, please call the office again. Portal messaging is not only preferred, but faster.**

**Disability and SSI**

**Dr. Weinstein doesn't complete any disability or SSI paperwork. This needs to be taken to your primary care provider.**

**Late Payment Fees**

**A \$30 late payment fee will be added to any bill not paid 90 days after the date of service, unless you have contacted the office and made mutually agreed upon payment arrangements. You should not wait until your next appointment to pay balances.**

**Unfortunately, failure to pay bills in a timely fashion may result in discharge from the practice and/or having your account sent to collections.**

**I have received and reviewed the office policies.**

**Print name: \_\_\_\_\_**

**Signature: \_\_\_\_\_**