

Robert H. Strashun, M.D.

Financial, Appointment & Health Form Policies

PLEASE TURN OFF CELL PHONES IN THE WAITING & EXAMINATION ROOMS.

The doctor will not be able to examine your child if your cell phone is not turned off. *We appreciate your cooperation.*

We are committed to providing you with the best possible care. Your clear understanding of our various policies is important to our professional relationship with you.

- All patients must complete our patient information forms before seeing the doctor.
- **You must present your insurance card at every visit.**
- Co-payments will be collected at check-in. The parent with the child at the time of the visit will be expected to pay the co-payment. If your co-payment is not paid at the time of service, there will be a \$10.00 service charge if the co-payment is not received within one week of the visit.
- If we cannot verify your insurance coverage, payment is due at the time of the service unless other arrangements have been made in advance. We are willing to discuss our fees with you at any time.
- There is a \$25.00 charge for all returned checks.

Missed Appointments

- There is a \$25.00 charge for missed appointments if we are not notified of the cancellation at least 24 hours ahead of the scheduled appointment.
- **Please be aware that missing 3 appointments will result in the dismissal of your family from the practice.**

Insurance

Your insurance policy is a contract between you and your insurance company. **It is your responsibility to know what is covered under your specific plan.** We do not become involved in disputes between you and your insurance company regarding covered charges, deductibles, co-payments, etc., other than to provide factual information as necessary. We may accept your insurance upon receipt of proper documentation and verification of insurance coverage. Once your insurance company has paid its portion of your bill, any remaining balance is due within 30 days, and you are responsible for the timely payment of your account (see *Delinquent Accounts*). Your financial responsibility is determined by the rules of your insurance company, which we are obligated to follow.

Diagnostic testing (including labs, hearing & vision screening, etc.) is an important part of your child's wellness and sick visit exams. These tests are sometimes not covered services under insurance plans or may be applied to a deductible or co-insurance. It is your responsibility to know what benefits are available under your insurance plan.

Delinquent Accounts

A \$10.00 monthly billing charge may be added to patient accounts that are 30 days or older. Any past due balance not paid within 90 days will be turned over to a collection agency, and this will result in your dismissal from our practice. Any charges and fees resulting from this action, including collection agency fees, will be added to your account balances and will be your responsibility.

We understand that families may have financial hardships, therefore we do offer payment plans. Please contact our office for more information.

Appointment Policy

- **Please arrive early.** Allow time for parking and check in.
- **Schedule your appointment by calling 314-991-1217.** We do not accept walk-in appointments. Appointments are given on a first-available basis. We are unable to honor requests for specific appointment times.
- **Patients who arrive on time are seen at their appointment time** ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.
- **Late arrivals (>15 min. after scheduled appointment) may need to be rescheduled.** We will do all that is possible to accommodate you as soon as possible, however the first available appointment may or *may not* be on the day the appointment was missed.
- **The \$25 missed appointment charge will be waived if you contact the office at least 24 hours prior to your appointment.**
- **Please be aware that missing 3 appointments will result in the dismissal of your family from the practice.**

Appointments for additional children must be made by phone prior to coming to the office. If you would like another child to be seen, please schedule appointments for both children prior to arriving at our office.

Health Form Policies

- **The charge for completion of forms not brought in at the time of your child's appointment is \$10 per form.** The front office staff does not have the authority to alter, reduce or change these charges.
- **Insurance companies do not reimburse for form completion.**
- **Blank forms will not be accepted.** Forms will only be accepted for completion if the patient's name, birthdate, and other information have been completed. **Turnaround time for form completion is usually less than 2 days.** While every effort is made to complete forms as quickly as possible, **we cannot guarantee completion of forms by a particular date.** Parents are strongly advised not to wait until the last moment to review the paperwork needed for their child's program or school.
- **Forms are completed for only those patients whose accounts are in good standing.** Delinquent accounts must be brought current before forms will be released.
- **Most forms require the information to be based on an examination performed within 12 months of the date the form is completed.** No form will be completed for any patient who has not had a physical examination in our office in more than 24 months. Please be aware of the requirements on the form you are submitting.
- **Physical examination requires vision and hearing screening.** We regret that we cannot certify a child fit for any program without appropriate testing.
- **Forms are completed based on examinations performed by Dr. Strashun only.** Exams performed by other providers, such as urgent care centers, will not be signed by Dr. Strashun. We are unable to complete forms based on any information provided by these facilities.