



Aegis Medical Center

Internal Medicine

Practice Policy

Aegis Medical Center is your home for medical care. We want you to consider us your home base for all medical care. We have implemented processes and procedures to partnership with you and your family and other healthcare professionals to provide the highest quality of coordinated care. As a practice we follow the guidelines of the American Board of Family Practice and provide the evidenced-based care.

HIPPA Notification

Our practice has implemented the Health Information Portability Act to protect the privacy of the patient health information.

Current Information

You are required to notify our staff of any changes in you patient information, such as insurance, benefits, employer, patient name, home address, email address and/or contact numbers. You will be ask to present your current insurance cards and your driver's license at each appointment.

Payment at Time of Service

If your insurance plan requires you to pay a co-payment, it will be collected during check-in. Patients that fail to bring their co-pay may be ask to reschedule their non-urgent appointment. If you are a self-pay payment or your insurance information cannot be verified prior to your appointment, you will be required to pay in full at the time of service. We accept cash, personal checks Master Card and Visa.

Your insurance cards and your drug/ pharmacy card must be present at each visit.

Claims Filing

As a courtesy to our patients, we file claims with your insurance company and also coordinate benefits with your secondary payers. You will be responsible for a timely payment in full of any patient balances as directed by your insurance. You will also be responsible in the event that the claim is disputed or unpaid.

Patient Billing and Collections

Patients that receive statements from our office are expected to remit a full payment upon receipt. If your account must be referred to an outside agency for non-payment, a fee will be added to your account to cover the expense incurred from the agency. **If you receive a billing statement that you do not understand, Please contact our billing coordinator so the issue can be resolved.**

After Hour calls

Our Practice provides after hours call for urgent calls. If the on-call provider is contacted and it is deemed **"Not an Emergency"**. There may be a \$35.00 charge added to the patients account. This is NOT reimbursed by your insurance company.

Late Policy

You have the responsibility to arrive at our office at your scheduled appointment time. Our practice reserves the right to reschedule patients that show up 15 minutes late for their appointment. If you are scheduled for a same day sick appointment, you are required to arrive on time.

Patient/ Guardian Signature

Date:
