



## Office Policy

Welcome to the CRRS! We are pleased to be part of your healthcare team and will do all that we can to help you attain your goals. We care for, and about, you.

To keep lines of communication open we'll share our policies and expectations with you. Please note that as we grow, our policies may change.

**Financial:** You are responsible for payment for services received. The CRRS is not contracted with any insurance carrier. This does not mean we don't accept insurance. We do! But because we are not contracted, payments are made on an out-of-network basis. How much your insurance company will cover depends on your individual policy. We'll file the paperwork for you, and help you appeal if needed, but you are ultimately responsible for fees.

**Appointments:** We do our best to honor appointment times, but giving each patient individual care means we may sometimes run late. To help us stay on schedule, we ask you to arrive 15 minutes early for your appointment. If you must miss your appointment, please be courteous and let us know as soon as possible. Depending on the circumstances, you may be billed for a missed appointment.

**Surgery:** If surgery is planned, a \$500 deposit is required to hold your surgery date. At or before your pre-op appointment, an additional \$6500 is due. Following surgery, we will never bill you for any remaining balance. This is regardless how complex the surgery is. If you cancel surgery, your deposit will be forfeited. If you reschedule, a \$100 change fee will be charged, but the deposit is still intact. However, we understand that things happen. Talk to us, and we'll try to work something out.

**Medications:** Pain meds are prescribed to help with your recovery. We do not prescribe pain meds on an ongoing basis once recovery is complete.

**Paperwork:** We will file your claim with your primary insurance provider. We will give you copies of your operative and pathology reports. We will complete one set of FMLA paperwork for you. We do not charge for these services. Additional copies may have a processing fee attached.

**Social Media:** To protect your privacy as well as that of all our patients, we ask that you do not post any confidential information about your care online. Please reach out to us with any concerns. We are happy to help!

**Questions:** We encourage your questions as well as those of your spouse, parents, and friends. We appreciate that you chose the CRRS, and we are glad to be on your team.

*I have read, and understand, and agree to adhere to the policies above.*

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Printed Name

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Signature

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Date