

## MILE HIGH OB/GYN ASSOCIATES, P.C.

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425 S. Cherry Street, Suite 300

Denver, Co. 80246

Phone: 303-388-4631 \* Fax: 303-320-6961

[www.milehighobgyn.com](http://www.milehighobgyn.com)

### OFFICE POLICIES

#### OFFICE HOURS:

Our office is open Monday through Friday 8am to 5pm with telephone hours from 8:30am to 4:30pm. We take a lunch break from 12pm to 1:30pm daily.

#### APPOINTMENTS:

We recognize that everyone's time is valuable, so we make every effort to maintain the scheduled appointments, but urgent situations sometimes disrupt the schedule. We ask for your understanding and patience during these delays. We will make every effort to keep your waiting time to a minimum.

If you are unable to keep your appointment, please call. Late arrival may necessitate rescheduling your appointment. If a patient fails to keep an appointment and does not call to cancel within 24 hours, a \$25.00 charge will be applied and payable at the next visit.

#### PRESCRIPTION REFILLS:

Prescribing medication and refills are only done during regular office hours. It is most efficient for you to contact your pharmacy to request refills on your medications.

#### LAB WORK:

All lab work is billed separately from the lab directly to you. We do not check insurance benefits for your lab work. If you are a self pay patient or a patient with a high insurance deductible, please speak with your provider prior to any lab work being done. Nothing can be done to reduce your cost after your lab work is done.

#### AFTER HOURS CARE:

If the office is closed and you have an urgent or emergent matter to discuss with your doctor, you can call our main number and you will be connected to your answering service. The answering service will then get in contact with the on-call physician. If you are having chest pain or a life or limb threatening emergency, dial 911 or proceed immediately to the closest emergency department. *Prescribing medication and refills are only done during regular office hours and will be addressed when the office is open.*

**OUR FINANCIAL POLICY:**

We will submit claims to your insurance company on your behalf. In order for us to do so, you must provide us with updated and accurate information at every visit. Please understand the agreement of the insurance carrier to pay for medical care is a contract between you and the carrier. Insurances vary in their coverage, and it is the patient's responsibility to understand his/her medical benefits. There may be limitations and exclusions to coverage. The patient portion is set by the insurance company.

You are responsible for any co-payment due at the time services are rendered. If you do not have insurance, payment in full is expected at time of service. It is also expected that you will pay any remaining balance within 45 days of when your insurance pays its portion. We are happy to work out a payment plan if you are having financial difficulties. We accept cash, checks, and Visa/MasterCard/Discover. A fee of \$25.00 will be applied to all returned checks.

**MEDICAL RECORDS REQUESTS AND FORMS:**

All requests for release of medical records must be on a HIPAA compliant form. Fees may apply to process your medical records. Medical record requests are processed within 7-10 business days.

**RELEASE/PAYMENT AUTHORIZATIONS;**

I authorize the release of any medical information necessary to process my claims through Mile High Ob/Gyn Associates, P.C. I further authorize payment of medical benefits to Mile High Ob/Gyn Associates, P.C. for services rendered.

I have read and understand the office policies of Mile High Ob/Gyn Associates, P.C.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Signature (Insured or authorized person)

\_\_\_\_\_  
Date