Things You Need to Know

- You should arrive 15 minutes early for your appointment or 45 minutes early if paperwork has not been completed or if you have any questions. If you are more than 15 minutes late for your appointment you may be asked to reschedule. Please note three missed appointments could result in discharge from our care.

- You are responsible for verifying St. John is a participating provider in your insurance plan and for understanding your benefits.

- You or your insurance company may be billed for the review of any studies that include MRI scans, CT scans or any other reports during your care after your initial visit. If the insurance company does not cover such studies, the patient is financially responsible.

- You must present your insurance card(s) at the time of your initial visit; failure to do so will result in your account being classified as self-pay, and you will be responsible for payment due at the time of service. Insurance co-pays must be paid when services are rendered.

- You are responsible for bringing/returning the actual MRI scans, CT scans, plain X-rays, etc. at the time of your visit, as we do not have a service to courier them.

- Refill requests must be made through your pharmacy at least three days prior to running out of medication. The pharmacy will contact our office for approval. No after-hours calls for non-emergency medication will be honored. For narcotic/pain medication, our clinic must be notified at least five days prior to running out. We do not refill lost or stolen medications.

- As a courtesy to physicians, nurses and other patients, please turn off your cell phone.

- Our office will call one to two days prior to your appointment to confirm. If we cannot confirm, your appointment may be canceled.

- A minimum fee of $15 will be charged for any paperwork you, your employer or your insurance company requests the doctor to fill out.

I have read and understand the policies listed above:

Patient signature: _____________________________ Date: ______________