

# SOUTHWEST FOOT & ANKLE SPECIALISTS, P.C.

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## WELCOME TO OUR OFFICE

Thank you for giving us the opportunity to get you started toward good foot and ankle health. We genuinely appreciate the trust you have expressed by selecting us to provide you with foot and ankle care. We are confident that you will be happy with the care we provide, and hope your first visit here is pleasant and informative. If there are any questions about your care, or information that you still need about insurance coverage, we will be glad to assist.

Our office has a commitment to you and your foot and ankle problems. Our goal is to offer excellent care and follow-up attention, so you will have no reservations about referring others to us that have similar needs such as yours.

Prior to your first visit you will need to complete forms giving the doctor a detailed history of your past medical conditions, and provide an update on your current condition. We ask that you arrive 15 minutes prior to your 1<sup>st</sup> scheduled appointment; if you do not arrive 15 minutes early for your appointment, you may be rescheduled.

Plan on approximately 1 hour for your initial appointment. **Please do not wear cologne or perfume to your appointment, as some of our patients and staff members have sensitivity.** If this does not work for you please call our office to reschedule. *If you do not show up for this appointment and do not call us before your appointment date to reschedule, you may not be able to schedule another appointment.*

Please bring your insurance card, picture ID, list of medications and the enclosed form (**filled out in black ink**) to your appointment. **If your insurance is set up with a co-pay, the co-pay will be due at the time of your visit. If you are paying cash, the total will be due at the time of the visit.**

## PATIENT FINANCIAL INFORMATION

**Insurance-** Copays are due at the time of your visit. It is your responsibility to know your co-pay, deductible or if a referral or prior authorization is necessary for your visit. If we are not billing insurance, we require a cash payment before you are seen.

**NSF Fee-** A fee of \$35.00 will be charged to your account in the event of a returned check for insufficient funds. If this occurs, all future payments must be made by cash or credit card. The entire balance of your account must be paid before your next visit.

**Statements-** Statements are mailed on a monthly basis at the end of each month. Payment is due upon receipt. If no payment has been made after 60 days, your account will be charged a \$5.00 late fee. At this point your account will need to be paid in full including all late fees before your next appointment.

**Collections-** After three (3) statements or 90 days, if you have not contacted us to make payment arrangements, a collection letter will be sent to you. **Once the collection letter has been sent, you will not be able to schedule any further appointments until the balance is paid in full.**

## **PATIENT INFORMATION**

Copies of your medical records- are available to you with a 48 hour advance notice. You will be required to sign a medical records release form when you pick up the copies or prior to our office faxing them to another physician. There is no charge for a copy of your medical records.

Copies of x-rays- are available for a fee: fees start at \$35.00 and increase depending on the quantity of x-rays you want copied. We require a minimum of 3 days notice to make copies; an extra charge may apply for 1 day turnaround. The original x-rays are required to remain in the patients chart at Southwest Foot & Ankle Specialists, PC; therefore, the originals are not released to patients. If you prefer, you may receive a copy of your office notes, all x-ray interpretation will be in those notes.

Completion of medical forms- Medical forms that need to be completed for short term disability or FMLA, prior to surgery, will be completed and given to patient on the day of surgery. All other medical forms will be completed within 7-10 business days, there will be a \$25.00 fee to fill out any medical forms.

Prescriptions- We ask that you bring or know a current list of medications to each visit. Please anticipate your refill needs so you can request a refill if necessary at your visit. We send prescriptions electronically to your designated pharmacy, please let us know what pharmacy you use regularly so we can have it in your file. If you call in for a refill, your request, once approved by the Dr, will be filled within 2 business days.

Lab procedures- You will receive a separate bill for lab procedures. Billing for this service will be sent directly to you or your insurance company from the facility performing the lab procedure. Your insurance carrier can best explain your medical plan details such as what is covered and if you need to use specific lab facility. Please notify our staff if your labs must be sent to a facility other than BRONSON METHODIST HOSPITAL.

Canceling an appointment- We understand that unforeseen circumstances may arise and make it difficult to keep your appointment. However, we ask that you call our office to cancel appointments with a 24 hour advance notice. This allows us to make the time available to another patient. After three (3) missed visits without prior notification, we may ask that you find another podiatrist.

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Signature

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Date

Sincerely,

Southwest Foot & Ankle Specialist, P.C.