



Patricia Petralba, M.D.  
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### Office Policies

#### Payment Policy

WE DO NOT CONTRACT WITH INSURANCE COMPANIES, INCLUDING MEDICARE PLANS. WE DO NOT BILL INSURANCE OR COORDINATE YOUR REIMBURSEMENT.

Payment is accepted by cash or check and is due in full at the time of service.

Nonpayment: Unpaid balances beyond 60 days charged \$20 monthly. Bounced payment fee is \$30.

No shows and cancellations less than 24 hours charged \$50.

#### Appointments

Please arrive early or on time. If you arrive late and the doctor determines that there will not be enough time to see you, we will reschedule your appointment and charge you the no show fee. Habitual tardiness or cancellations will result in dismissal from the practice.

#### Non member

#### FEES per encounter \*

- Less than 30 minute visit = \$115
- 30 minute visit = \$230
- 60 minute visit = \$450
- • Prior authorizations = \$50 minimum
- Care coordination, home health care/hospice management/faxed orders/faxed prescription refills will be billed at above rates.
- Phone calls requiring medical decision making, advice, orders or prescriptions are billed at above rates.
- Record copying/forwarding: \$25 plus \$0.25/page over 25 pages and postage.
- Medical care is not provided by phone, email or text.
- WE DO NOT REFILL PRESCRIPTIONS BETWEEN APPOINTMENTS. Medication refills are done at the time of appointment only. This includes pharmacy refill requests. Please plan accordingly.
- Completion of forms will be done at the above rates.
- We do not write letters to insurance companies.

\*An encounter = office visit, home visit, phone visit, any issue requiring medical decision making or physician signature.

### Emergency / Urgent Policy

If you have an emergency, please call 911 and go to the nearest ER. This clinic is not equipped to provide emergency services. Leave a message for Dr. Petralba once you have arrived to the hospital safely.

### Hospital Admissions

Dr. Petralba does not do consultations in the hospital. She will do her best efforts to make social visits when able.

### Controlled Medications

Dr. Petralba does not prescribe opiates for the treatment of chronic pain.

### Confidentiality

This clinic abides by federal privacy regulations and keeps your protected health information (PHI) confidential. We will safeguard your information and generally only share your information with your verbal or written permission. Exceptions to this include for the purpose of continuing your care; if you are a danger to yourself or others; if we are obligated to comply with an investigation; and in order to cooperate with a coroner in the event of your death. You can request a digital copy of your records at no charge.

### Violence and Threats

Any threats or violent behavior directed toward staff, other patients, or neighboring businesses will result in dismissal from the practice.

### Updates

We will update these policies from time to time. You may review the latest policies on request.