THE ENDOCRINE CENTER
CONCIERGE MEDICINE

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www.novaendocenter.com

OFFICE POLICY AND PROCEDURES

Thank you for choosing **The Endocrine Center** for your endocrine care. We are committed to providing high-quality, personalized medical care. These policies are designed to help us serve our patients efficiently and fairly.

Website

Information about our practice, including office hours, directions, patient forms, and other resources, is available on our website at **www.novaendocenter.com**

Consultations and Follow-Up Visits

Your physician will review your medical history, laboratory and diagnostic results, and other relevant information to develop an individualized treatment plan. Some test results may require a follow-up appointment for appropriate interpretation, discussion of treatment options, or changes in therapy. Patients may access available results through the patient portal or request a copy from our office.

Non urgent request communications (Prescription Refills, Orders, Prior Authorizations)

For non-urgent requests regarding scheduling, prescription refills, laboratory or imaging orders, forms, and other administrative matters, please **call, text, or email our office**. Our office phone is **(703) 873-7425** and our email is **info@novaendocenter.com**. Please allow adequate time for these requests to be completed. Certain medications, forms, orders, or clinical requests may require updated testing or an appointment before they can be completed. Our office will assist with prior authorizations when required; however, **authorization does not guarantee insurance approval or coverage.** Email may also be used for general administrative communication; however, **standard email is not a secure method for transmitting private or sensitive medical information.** Please do not use text or email for urgent or emergency medical concerns.

For a medical emergency, call 911 or go to the nearest emergency department.

Appointment, Cancellations and No-Shows

Our staff works diligently to accommodate patients when scheduling appointments. We will attempt to confirm your appointment prior to your scheduled visit by telephone, text message, email, or other available method. **Appointments that remain unconfirmed may be cancelled so that the appointment time can be offered to another patient.** Please arrive on time for your appointment. If you arrive more than **15 minutes late**, we may need to reschedule your appointment to ensure that adequate time is available to provide appropriate care. If you need to cancel or reschedule an appointment, we kindly ask that you provide at least **24 business hours' notice**. Repeated missed appointments may interfere with our ability to provide appropriate continuity of care.

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Payment and Insurance
Payment is due at the time services are rendered. We accept Visa, Mastercard, American Express, checks, and cash.

The Endocrine Center participates with many insurance plans; however, **insurance coverage and benefits are determined by your insurance company.** Patients are responsible for understanding their benefits, including copayments, deductibles, coinsurance, referrals, network restrictions, and non-covered services. Please provide a current insurance card and notify us promptly of any changes to your coverage. Patient-responsibility amounts are due according to your insurance plan. If your insurance denies payment for a service, you may be responsible for the balance, subject to applicable insurance requirements and law.

Referrals
Patients are responsible for determining whether their insurance plan requires a referral and ensuring that a valid referral is in place before the appointment**.** If a required referral has not been received, your appointment may need to be rescheduled. If you choose to receive services without a required referral, you may be financially responsible for those services, subject to applicable insurance requirements and law

Out-of-Network, Self-Pay, and Secondary Insurance
Out of-network and self-pay patients may be required to pay in full at the time of service. Upon request, we can provide documentation for possible insurance reimbursement. We electronically submit secondary insurance claims when supported by the insurance carrier and our billing system. Patients are responsible for verifying their secondary insurance and coordination-of-benefits requirements.

Outstanding Balances and Other Fees
Patient balances are due upon receipt of the statement unless payment arrangements have been made. Unpaid balances may be referred for collection in accordance with applicable law and contractual requirements.
A **$30 fee** may be charged for returned checks or stopped payments, to the extent permitted by law.

Changes to Office Policies
The Endocrine Center reserves the right to update these policies as needed. The current version is available from our office upon request.

ACKNOWLEDGMENT
I acknowledge that I have received, read, and understand The Endocrine Center's Office Policies and Procedures and understand my responsibilities as described above.

_____ _____
Signature of Patient/Patient's representative Date

_____
Printed name of person signing above