



CONNECTICUT KIDNEY & HYPERTENSION SPECIALISTS

www.ctkidneyspecialists.com

OFFICE POLICIES AND PROCEDURES

Cancellation / No Show Policy

At Connecticut Kidney & Hypertension Specialists, we do our best to schedule your appointment in a timely manner. We ask that you notify our office **more than 24 hours** prior to your scheduled appointment if you must cancel. It is our office policy to charge \$50 for a new patient and \$30 for established patients that no-show for their appointment or do not provide more than 24 hours cancellation notice. Thank you for your understanding.

Arrival Time/ Late Policy

We make every attempt to see you at your appointed time. To ensure that we run on time, we ask that **new patients arrive 15 minutes and established patients arrive 5 minutes prior to their appointment time**. If you are running late we may need to reschedule your appointment. If your provider does agree to see you late, you will be handled as a work-in appointment and will be seen when the schedule allows so that other patients' appointments remain on time.

Patient Information/ Patient Portal

In order to maintain accuracy in your patient record, we require that you give our office current information at every visit. This includes your name, changes to address or telephone number, changes to your insurance, changes in your medications, and your pharmacy. At your visit, we will ensure that you have access to our portal. In addition, a summary of your visit and the results of any labs drawn in our office are available through the portal.

Insurance and Payments

Connecticut Kidney & Hypertension Specialists will file claims with most insurance companies. We ask that you pay any and all required payments at the time of service. Required payments may include your co-pay or the full visit charge if you do not carry insurance. If your insurance company requires a referral for you to see us, we will attempt to obtain this referral prior to your visit. If your Primary Care Physician does not provide a referral, we will contact you for your assistance or to reschedule your appointment. If you have questions about what you will be expected to pay or whether a referral is needed, please contact our billing department prior to your appointment. We accept the following forms of payments: cash, check or credit card (including MasterCard, Visa, Discover, and American Express).

Medication Refill Policy

We require that you bring all of your medications, including any over-the-counter medications, to your appointment. If you need a refill between these visits, you must ask your pharmacist to submit an electronic refill request, or you may call the office and leave a message on the recorded line. We will address refill requests within 48 hours. If you call after hours or on weekends, the on-call physician may only refill your prescription for up to 5 days. If the medication you take requires renewal of a prior authorization, your refill may be delayed. Our office is not responsible for the timing of prior authorization approvals by your insurance company but will work with them to get these approved as soon as possible.

Refund Policy

If you are due a refund on your account, and you have not received payment in a timely fashion, please call our billing department to assure that we have your account posted correctly.

I acknowledge receiving and reading this information:

Patient Signature / Guardian or Authorized Representative

Date

Printed Name of Authorized Representative

Relationship to Patient