

Brandywine Women's Health Associates
Dr. Cecil C Gordon Jr.
Our Office Policies on Your Financial Responsibility

Welcome!

Thank you for selecting our practice to provide your care. We appreciate the confidence you have placed in us. The referrals we receive through you and our other patients are highly valued and we do our utmost to earn them at every visit. Our entire staff is committed to providing you the finest medical and surgical care available in this area.

We want you to receive the very best care possible and be totally satisfied with our service. To this end, your doctor will gladly discuss your proposed treatment and answer any questions you have. Our experienced office staff will also be happy to answer questions regarding your account upon your request; we will provide you with a written estimate of our fees for your planned procedure or course of treatment.

Here are some important points to remember regarding your care through this office.

1. In the course of providing treatment to you we collect, use and disclose personal health information about you.
2. To keep medical care and billing cost down, payment for service is due at the time services are rendered unless payment arrangements have been approved in advance **IN WRITING** by our financial counselor.
3. We are contract providers for Medicare and some private insurance plans. In those cases, we have agreed to accept their determination of fees for covered services. You will still be responsible for payment of deductibles, co-payments, and non-covered services. These payments are due at the time of service. While the filing of insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the date services are rendered. Payment for these services is the responsibility of you the patient. We strongly encourage you to carefully read your insurance policy so that you will know the conditions and circumstances of the coverage that is available to you.
4. Not all services are a "covered" benefit in all insurance policies. Your policy is a contract between you and your insurance company. We are not a party to that contract. We cannot determine the benefits of your insurance policy. Medicare and some insurance companies select certain services that are not covered.
5. While our staff will schedule your appointment to lab and x-ray as a courtesy, the responsibility is still yours to verify that you are going to the correct provider for your insurance.
6. Our accepting assignment of your insurance benefits does not relieve you of your personal responsibility for prompt payment of the total bill. If your insurance company does not completely or promptly pay, you are responsible for paying the remaining balance immediately upon receipt of a bill.
7. If your diagnosis or treatment involves others; such as hospitals, laboratories, other doctors, you will be billed by these entities separately. You are responsible for payment of these bills. You should make your own financial arrangements with these care providers.
8. Request for non-customary assistance such as special billing, rebilling, completion of forms and special reports, and copies, can be provided upon advance notice, and may involve administrative charges.
9. Our staff can answer many questions over the phone and when necessary our doctor will be happy to call you back at a convenient break. However, telephone calls used in lieu of an office visit will be billed accordingly.
10. You may be charged for appointments broken if not cancelled without 24 hours advance notice.
11. We realize that temporary financial problems may affect timely payment of your account. If such problems do arise, we encourage you to contact us promptly for assistance in the management of your account.
12. **Any exceptions to this agreement must be in writing and signed by the doctor.**

Signature of Patient or Legal Representative

Date

Witness Signature