



Dear Patient,

Welcome to Premier Care Internal Medicine, PA. We are so pleased to have you as our patient. Our practice is committed to providing the best treatment to you, our patients.

Purvi Sanghvi, M.D. is a board-certified physician in Internal Medicine. Internists are specialists with extensive training in the diagnosis and treatment of medical issues in adults. As your internist, Dr. Sanghvi can provide you with your annual wellness exam, screening for diseases such as breast, prostate and colon cancer, as well as determine your risk for cardiovascular disease. In addition to treatment of acute illnesses such as the flu and colds, she also manages chronic illnesses like asthma, high blood pressure, diabetes and elevated cholesterol. Dr. Sanghvi will coordinate your care with other specialists when additional care is needed.

Premier Care Internal Medicine, PA provides quality care to its patients, in a friendly and professional environment. The office has EKG, Flu Test, Rapid Strep Test and Urine Analysis as available services on site. This facility also embraces an “open access policy” which means we reserve same day appointments for patients who are sick “today.” We don’t think you should have to wait a week to be seen for a sore throat or fever!

The following pages contain information about our office policies and procedures. Please review them and feel free to ask any questions you may have.

Sincerely,

Dr. Sanghvi & Staff



## Office Policies

It is our goal to provide all of our patients with the best service possible. We know that your time is valuable, and we respect that. Below is a copy of our office policies, please take the time to read them and become familiar with them. We appreciate your consideration in complying with these policies, as adhering to them will allow us to better care for your needs.

### **HOURS:**

We are open Monday, Tuesday, Thursday & Friday from 7:30am to 5pm and Wednesdays 7:30 to 2:00 PM. We are open on every 2nd Saturdays of the month from 9am to 2pm. We are closed on Sundays. You can contact the physician after hours for urgent needs only. **However, if you need the physician to call you after hours for something that cannot wait until the next business day, you WILL be charged a \$35.00 Physician After Hour Consultation Fee.**

### **APPOINTMENTS:**

We see patients by appointment only. Any patient arriving late for an appointment by fifteen minutes or more will be asked to either reschedule or to wait until the physician can work you in. This is to help keep patients seen as close to their scheduled appointment time as possible. **If you cannot keep your appointment, you will need to reschedule your appointment 24 hours in advance. This will allow us to schedule another patient in that time slot. If any appointment is missed and proper notice was not given, a \$25.00 charge may be billed to your account. If the appointment is missed on a Saturday, a \$50.00 charge will be billed to your account.** This charge is not payable by your insurance company. If multiple appoints are missed and we identify a problem with you keeping appointments, we will not be able to provide care for you at this office. Please bring your current insurance card and a list of your medications (prescription and over-the-counter), including dosage and directions, to each appointment. Remember to see the front desk staff to check out before leaving the office.

### **REFILLS:**

Prescriptions are filled during office hours only. If you need to have written prescriptions filled out by the physician, please call the office 72 hours in advance of needing the refills to avoid a lengthy wait time. For refills through your pharmacy, please have them fax requests to 972-548-7112. Please allow 24-48 hours for refill requests to be done.

### **REQUESTS FOR MEDICAL RECORDS AND FORMS:**

If you are in need of your medical records or if you wish to have a copy sent to another physician, we will be happy to make these available. Please allow fifteen business days for records request to be processed. There may be a \$25 charge for the completion of FMLA, disability, medical records and other forms. Since insurance companies do not cover this service, this charge is your responsibility. Payment is due at the time the forms or requests are dropped off at the clinic.



**REFERRALS AND PRE-CERTIFICATIONS:**

Your insurance may require a referral from your physician in order for you to see a specialist. Your insurance may also require a pre-certification of office or outpatient services. Our staff is trained to help our patients through this process and will answer any questions you may have. If you need a referral from the physician, please allow three days for it to be completed.

**FEES:**

All co-pays and deductibles are due at the time of your visit. The front desk will let you know if your insurance plan is accepted. If we are on your medical insurance, we will gladly file the claim for you. If we are not, a copy of your bill will be given to you, to assist you in filing the claim. We accept cash, check, Visa, MasterCard and American Express

**INCLEMENT WEATHER:**

In the event of inclement weather, we will make every attempt to notify you as soon as possible if our office will be closed. If you have not heard from us, please call the office at 972-808-7111.

**EMERGENCIES:**

If you have a true medical emergency, call 911 or go to the Emergency Center of the nearest hospital. Ask them to contact our office at 972-808-7111.



## **Payment Policies**

Thank you for choosing Premier Care Internal Medicine, PA. We are committed to providing quality and affordable healthcare. Because some of our patients have had questions regarding patient and insurance responsibilities for services rendered, we have developed this payment policy.

### **INSURANCE:**

We participate in most insurance plans, including Medicare. Please bring your up-to-date insurance card with you to each visit. If you are insured by a plan we accept, but do not have an up-to-date insurance card, payment in full is required until we can verify your insurance coverage. If you are not insured by a plan we do business with, payment is required in full at each visit. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.

### **PROOF OF INSURANCE:**

We must obtain a copy of your driver's license and a current valid insurance card to provide proof of insurance. If your health insurance changes, please notify us before your next visit so we can make the appropriate changes to help you maximize your benefits. If you fail to provide us with the correct insurance information in a timely manner, you will be responsible for the balance of the claim.

### **CO-PAYMENTS & DEDUCTIBLES:**

All co-payments and deductibles must be paid at the time of service. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments and deductibles from patients can be considered fraud. Please be aware that your insurance company may require a second co-pay if you address multiple problems during a physical exam. We accept cash, check, Visa, MasterCard and American Express.

### **CLAIM SUBMISSION:**

We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly to them. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefits are a contract between you and your insurance company; we are not party to that contract. While we are pleased to be of service by filing your medical insurance for you, we are not responsible for any limitations in coverage that may be included in your plan. If your health plan denies a claim for any reason, our office cannot be responsible for that bill. It is your responsibility as the patient to pay the denied amounts in full. If your insurance company does not pay your claim in 45 days, the balance will automatically be billed to you.

### **NON-COVERED SERVICES:**

Please be aware that some (and perhaps all) of the services you receive may be non-covered or not considered reasonable or necessary by Medicare or other insurers. Medical complaints dealing with mental health issues such as anxiety, depression, attention deficit disorder, and stress-related problems might not be covered by your insurance. If you are seeing our doctor for any of these problems, you may want to contact your insurance company to see if they are covered if seen by any



physician other than an approved mental health provider. As with all non-covered services, you will be expected to pay in full whatever the insurance companies do not reimburse.

**NONPAYMENT:**

If your account is over 120 days past due, you will receive a letter stating that the balance should be paid in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we will refer your account to a collection agency and you may be discharged from this practice. Should this occur, you will be notified by certified mail and will have 30 days to find a new physician.

**MISSED APPOINTMENTS:**

**For any missed appointment that was not cancelled at least 24 hours ahead of time, our policy is to charge \$25.00 to your account. This charge is \$50.00 in case the appointment was on a Saturday.** These charges are not covered by insurance companies and will be billed directly to you. Please help us serve you better by keeping your regularly scheduled appointment. Patients arriving more than 15 minutes late to an appointment will be asked to either reschedule or to wait until the physician can work you in.

**FORMS:**

There is a \$25 charge for the completion of FMLA, disability and other forms. Since insurance companies do not cover this service, this charge is your responsibility. Payment is due at the time the forms or requests are dropped off at the clinic.

**RETURNED CHECKS / DENIED CREDIT CARD:**

There is a \$35 charge for any checks that are returned or Credit Card Payments that are denied. You will still be responsible for the original charged amount IN ADDITION to this \$35 penalty.

**AFTER HOURS:**

Our Hours of Operation are mentioned above. If you need the physician to call you **after hours** for something that cannot wait until the next business day, you **WILL** be charged a **\$35.00 Physician After Hour Consultation Fee**. By leaving a message for the Physician to call you back after hours, you agree to pay these charges. The patient or the responsible party will be required to pay these charges.