PRACTICE POLICIES

Thank you for allowing us to take part in your medical care. However, please note that we are a specialty practice and our role is to be a resource to your primary care physician and not to provide primary care. In addition, please keep in mind that we are a relatively small practice with limited resources. Therefore, while we always strive to address all requests within a timely manner, it may take us longer to complete certain requests.

Appointments:
- Please note that we reserve the right to charge fees for missed appointments and/or appointments canceled within 24 hours of the appointment time. Our fees are $75 for new visits, $58 for telephone consults, and $50 for return visits. These charges will be your responsibility and billed directly to you. Please help us to serve you better by keeping your regularly scheduled appointment, or canceling at least 24 hours in advance.
- We have a limited number of patient appointments and it is difficult for us to offer emergent appointments. Therefore, we encourage you to maintain regular appointments with us so we can be informed of your ongoing health problems and needs.
- If you have not been seen in the office in over three years, you will need to be booked in a new appointment slot to allow for ample time to review your interim medical history, perform a physical exam, and provide coordination of care. This may result in a longer wait time for an appointment.

Patient Inquiries:
- Questions requiring less than five minutes of time to address can usually be addressed via phone or email. More complex questions or issues will need to be addressed with either a telephone consult or office appointment.

Telephone Consultations:
- Please note telephone consultations are limited to a maximum of 30 minutes. Therefore, if you have a many questions or a more complex issue, we recommend an office visit or multiple telephone consults.
- Effective immediately, all telephone consults will require a payment of $58 for up to 20 minutes and $85 for calls 21-30 minutes. This will be billed directly to you and not to insurance.

Prescription Requests:
- Please allow at least 5 business days for processing of all prescriptions requests as Dr. Francomano is not in the office every day. In general, we recommend notifying us of a prescription request at least 2-3 weeks before the date you need the prescription as there are some weeks that Dr. Francomano is out of the office.

Disability Applications:
- This office will no longer fill out disability forms. Therefore, please notify your primary care physician.

Requests for Letters:
- Requests for letters, other than the visit notes, are not considered to be part of routine medical management. Such letters include: school letters and work letters. We require payment for the time it takes Dr. Francomano to write such a letter. The patient or requesting individual is responsible for this fee and the fee cannot be billed to insurance. In our experience most of these letters take about 30-60 minutes to write. The current rates for writing such letters are: 30 minutes = $75; 60 minutes = $150.
- Payment for letters must be received before the forms and letters can be released.

I acknowledge that I have reviewed this document and have retained a copy for my records. I also understand that these policies may change and that, in the future, I can request a copy of the most recent practice policies from Dr. Francomano’s office.

__________________________________    __________________
Patient Signature (or Responsible Party)    Date