

Family Practice Specialists, S.C.
Richard J. Ferolo, M.D.

Thank you for choosing Family Practice Specialists, S.C. To better serve you, we are providing our office policies for your review.

It is the patient's responsibility to inform our office of any changes in demographics, including name, address phone number or insurance at time of check in. We ask that you provide an identification card along with your health insurance card each time you visit.

Co-Pays

Co-Pays are the responsibility of the insured. If you are unable to pay your co-pay at the time of your visit, we are able to bill you for your co-pay in addition to a service charge of \$20.00.

Health Insurance including PPO, EPO and HMO

It is the patient's responsibility to know your insurance benefits prior to your office visit. Each plan has different rules about co-pay's, deductibles, pre-certifications and coverage. Additional information can be obtained by calling your insurance representative or insurance website.

The patient/representative is responsible to notify us of any specialist appointments, outpatient testing and or laboratory testing, so a referral can generated. We CANNOT backdate HMO referrals.

It is important to us that we accommodate all patients that require medical care in a timely manner Please be advised that we reserve the right to charge for missed, or cancelled appointments (less than 24 hours' notice).

Prescriptions

Prescriptions (Excluding E-Scripts) written by Dr. Ferolo at the time of your visit are not phoned into the pharmacy. Pharmacies require the original prescription in order to process new prescriptions. In most cases we are unable to call or fax prescriptions to MAIL Order pharmacies.

If a refill is needed, have your pharmacy fax us a refill request and it will be reviewed by Dr. Ferolo. Please do this prior to running out of medications, as you made be required to see Dr. Ferolo before the medication can be refilled.

Payment is expected at the time of service. We kindly accept check, Visa, MC or Discover Card. Checks can be made out to Family Practice Specialists, S.C. or Dr. Richard Ferolo.