

## Patient Policies

Welcome to our practice and thank you for choosing Inova Medical Group (IMG) Neurosurgery to serve your health care needs. Our goal at IMG Neurosurgery is to provide you with world-class, personalized care, and we are committed to helping you achieve optimal health.

This brochure is designed to answer many of the questions that you may have. The more you know about our policies and methods of practice, the better we may be of service to you. Since this is a surgical Practice, you will need to be aware that conducting office visits is but a small part of what we do. Much of our work focuses on performing surgery as well as tending to the needs of patients immediately before and after their procedures. On rare occasions, office time may be disrupted. We do our best to keep this from happening, but if this should occur with your scheduled time we ask for your patience and cooperation in finding acceptable alternative arrangements.

Should you have any questions about our Practice Policies, please do not hesitate to contact us, or ask during one of your visits. It is our goal to provide you and your family the best neurosurgical care possible and to maintain a pleasant and long-lasting relationship with each of you.

Additional information, including profiles of our surgeons, directions to each of our locations, and helpful links to download Patient Forms and access other services may be found on the Web at: <https://www.inova.org/inova-medical-group/adult/neurosurgery>

### Your First Visit

Your first visit to our Practice will last from 1 to 2 hours. You will be asked to come to the office at least 15 to 30 minutes prior to your visit to complete your initial check-in and New Patient Questionnaire. Depending on your symptoms, you may also be asked to complete additional forms used to further evaluate your condition. These forms are used by our Care Team to evaluate your condition, assess how it may affect your lifestyle, and help identify what we can do to improve your quality of life.

You will also be asked to bring certain test results with you based on your symptoms. These tests may include CT scans, MRI's or other tests – which your Family Doctor can order for you. Our Scheduling Representative will tell you which tests you will need. You must bring the test images, preferably on a CD, because typewritten reports by other physicians are not useful. These images are essential for our care providers to determine your care needs, therefore, your appointment will be re-scheduled for a later date if you do not bring them with you.

Please bring your current insurance card, referral form if required, a list of any prescriptions you are currently taking, or refills needed and a list of any questions you may have. If you would like to ask us any questions before your appointment, please call and our Scheduling Representatives will be happy to assist you.

## Follow-up Visits

Depending on the results of your initial visit, you may be asked to schedule a follow-up visit. Your care team will advise you of any tests or treatments you will need to complete prior to your next visit, and when you will need to return for re-evaluation. If needed, your care team will also provide you with written documents to obtain tests or treatments. Our check-out staff will assist in scheduling follow-up appointments. If you request, we will also assist in finding testing centers and scheduling diagnostic studies for you.

As with your initial visit, you must bring the test images with you for your return visit (preferably on a CD). Without these images our care team will not have the information needed to provide any care you may need, therefore, your appointment will be re-scheduled for a later date if you do not bring them with you.

## Billing Information

In order to accommodate the needs and requests of our patients and the community, we have enrolled in a variety of insurance plans. It is the patient's responsibility to provide us with current insurance plan information prior to services rendered in order for accurate billing of services to be filed. Your eligibility for services will be electronically verified prior to your visit.

As your health care provider, we will file claims on your behalf with your insurance company, and we will continuously follow-up on any outstanding claims. At times, we may ask the patient to assist us and we appreciate the patient working with us in this regard. While we gladly provide this service to our patients, it is important for the patient to be familiar with the guidelines of their insurance plan requirements regarding authorizations, deductibles, co-payments and other vital requirements.

IMG Neurosurgery's financial policy is to expect payment for your services when you receive them. Any co-payments, deductibles, and balances due that are not covered under your plan are expected to be paid at the time of service – unless arrangements are made ahead of time. For your convenience, we accept payments at our offices by cash, check, or credit card as well as on-line via your *Inova MyChart* account.

## Financial Assistance

Financial assistance is available for uninsured or underinsured patients who meet specific eligibility requirements. Assistance may be in the form of a payment plan, a discount plan, or charity care. Qualifying for any of our assistance programs requires proof of eligibility, completion of the application, and approval by Inova Financial Services. Please ask to speak with our Patient Advocate if you feel you may be eligible to apply.

## Late Policy

If you are going to be more than 15 minutes late for your appointment, we request that you call our office immediately. If the schedule allows, the appointment time will simply be shifted to accommodate the delay. However, if the tardiness can't be managed without disrupting other patients scheduled, we may request you reschedule your appointment. We work diligently to stay on schedule and suggest that you arrive 20 to 30 minutes prior to your appointment time to allow time for any necessary paperwork, or unforeseen traffic delays.

## **Cancellation Policy**

Missed appointments are missed opportunities for our medical team to provide timely care to you or someone else waiting for an appointment. Please help us maximize our time by calling the office 2 working days in advance to cancel appointments. Failure to do so could result in a fee of \$45.00 charged to your account.

## **Records Release**

Our Practice uses a state-of-the-art electronic (paperless) medical records system. If you need copies of any part of your medical record, contact our Medical Records Department at (703) 914-6030. Additional information and forms are available from our office or in the Web at: <http://www.inova.org/patient-and-visitor-information/medical-records/index.jsp>

## **Routine (Non-Narcotic) Prescriptions**

Prescriptions are typically processed through our Electronic Medical Record system, and are delivered to your Pharmacy without the need for you to come to our office to pick up a paper script. Calls for prescriptions received in the office after 1:30 pm will be addressed the following day after 2:00 pm. Please try to call the office at least 48 hours in advance for all routine medications. Calls received after 12:30 pm Friday will be returned after 2:00 pm on following Monday.

## **Prescriptions for Pain (Controlled Substances)**

Federal law requires that prescriptions for controlled substances must be provided to a Pharmacy in written form – they cannot be done electronically. Therefore, you must request your prescription for a controlled substance (pain medication) by telephone ahead of time and then pick it up from our office during regular office hours. If necessary, our care team will provide a sufficient supply of medication to manage your pain. If you expect to need additional pain medication, you must contact the office no less than 3 working days before it is needed.

## **Emergencies and On-Call**

If you have an emergency, please call the office number which will be redirected to the answering service after hours. You can expect a call back within 30 minutes. If you cannot wait for a return call or have an emergency situation, please go to the nearest Hospital Emergency Department.

## **Our Office Hours and Telephone Number:**

IMG Neurosurgery is open Monday-Friday, 8:00 AM to 4:00 PM

Telephone: (703) 970-2670