

Office Hours

Office hours are Monday, Tuesday, Thursday, and Friday 8:00 a.m. – 4:00p.m. Office hours are 8 a.m. – 12 Noon on Wednesdays.

Office Website

Please visit michaelrandolphmd.com for more practice information.

Appointments & Cancellations

Appointment scheduling and management is the responsibility of the patient. Appointments for routine follow-up visits, preventive wellness visits, and pre-op clearance may be scheduled up to 3-4 months in advance. Our office will give one call to schedule an appointment if one was not made in the office at the time of your previous appointment. Sick visits or acute visits may be scheduled **24-72 hours depending on availability.**

Please call the office at 410-554-6489 and **press 4 for front desk** to schedule an appointment. **A 24-hour notice is required for all appointment cancellations.**

Please Note: If a staff member is not available to take your call and you are forwarded to voice mail, please leave a message that details your cancellation including your name, phone number and the scheduled appointment date and time that you are canceling.

Patients will receive up to 4 appointment reminders for their upcoming appointment with our new contactless check-in system, **Phreesia**. A link will be sent out via text and/or email **7-10 days prior** to upcoming appointment with date, time, appointment type, and provider listed. A text directly from our office will be sent out with date, time, appointment type, and provider listed for you to confirm or cancel directly through us. A final call from Phreesia will be made **48 hours prior** to upcoming appointment reminding patients of their appointment and giving them **one last option to confirm, cancel, or reschedule.**

It is the patient's responsibility to ensure that the appropriate contact information on file is kept up to date. Please bring your insurance card and personal identification to every appointment.

THE FOLLOWING SCENARIOS ARE SUBJECT TO A \$50 MISSED APPOINTMENT FEE:

- **Scheduled appointments where patient fails to appear for the scheduled appointment (NO CALL-NO SHOW)**
- **Arrival to appointments 15 minutes after the scheduled appointment time (Late)**
 - **Patients who arrive 15 minutes after the scheduled appointment time may be asked to reschedule**
- **Notice of appointment cancellation with less than 24 hours advance notice. (Same-day Cancellation)**

****A missed appointment fee of \$50 will be applied to the patient account. Patients will be required to pay missed appointment fees in full before the next appointment is scheduled or within 30 days. ****

Patients with repeated Missed Appointments are subject to discharge from the practice for failure to establish and/or maintain a continuum of care. Missed appointments as a result of building issues, office closures due to inclement weather, illnesses, family emergencies, death, etc. will NOT result in missed appointment fee.

Co-Pays, Coinsurance, Deductibles and Statements

- **ALL CO-PAYS ARE DUE AT THE TIME OF PATIENT'S APPOINTMENT.** This is not only our policy but meets the agreement between the patient and insurance company.
- **PATIENTS UNABLE TO PROVIDE A CO-PAY AT THE TIME OF APPOINTMENT MAY BE ASKED TO RESCHEDULE FOR A LATER DATE WHEN CO-PAY CAN BE PAID.** Rescheduled appointments of this nature may be subject to a Missed Appointment Fee based on previous guidelines.
- **PATIENTS WITH YEARLY DEDUCTIBLES WILL BE REQUIRED TO PAY FOR SERVICES RENDERED AT THE OF SERVICE.** Patients who have not met their deductibles will be required to pay **\$115 plus co-pay.**
- Patients without insurance will be required to pay for their visit **in full** at the time of service. Please call our office to discuss self-pay rates.
- **PATIENT BALANCES ARE DUE AND MUST BE PAID IN FULL WITHIN 30 DAYS OF RECEIVING STATEMENT FROM OUR OFFICE THROUGH MAIL OR VIA EMAIL.** If statement is received in mail or via email, please mail payment promptly.
- **Patient accounts that are outstanding after 30 days will be placed into Collections Protocol.** Patients in Collections Protocol **after 90 days** are subject to discharge from the practice for failure to meet financial obligations.

****Payments may be made by cash, check, or credit card. (No postdated checks.) A \$75 fee will be assessed for returned checks and no checks will be accepted from that patient for payments thereafter.**

FAILURE TO MEET FINANCIAL OBLIGATIONS FOR SERVICES PROVIDED BY THE PRACTICE IS SUFFICIENT REASONING FOR PATIENT DISCHARGE FROM THE PRACTICE.

Telehealth and Virtual Visits

Michael A. Randolph, MD PC is currently offering Telehealth visits. Telehealth visits include telemedicine and virtual visits using HIPPA compliant platforms such as Otto Health and Backline. Telehealth visits require devices such as cell phones, tablets, computers or laptop with camera and microphone capability. Telehealth visits are billed to your insurance the same as in-office visits. It is the patient's responsibility for any outstanding balances outside of the insurance covered portion of this visit, this includes co-payments and deductibles. Patient responsibility is determined by your insurance plan, please call your insurance company for information on your responsibility for Telehealth visits.

Referrals

It is the member's responsibility to be familiar with the referral process and know their insurance guidelines including participating radiology center, laboratory and physician specialists. **Please allow 7-10 business days for referral processing prior to specialist or imaging appointment. NO backdated referrals will be issued.**

Call the referral line at 410-554-6489, **press 3** and leave the name of the specialist, address, phone number, fax number, reason for referral and date of the appointment in addition to patient name, date of birth, and contact number. **Referral messages left with insufficient information will not be processed.**

REFERRALS FOR NEW DIAGNOSES WILL REQUIRE AN APPOINTMENT WITHIN THE LAST 60 DAYS. THIS INCLUDES NEW SPECIALIST REFERRALS, DIAGNOSTIC LABS, AND IMAGING ORDERS.

Please NOTE: *It is the member's responsibility, NOT THE PROVIDER'S, to make sure the referral has been received by the specialist office at the time of or prior to their visit.*

Prescriptions

To request **routine refills** on prescriptions, patients may **call the Prescription Refill line at 410.554.6489 and press 2.** State your name, date of birth, name of prescription needed, the dosage, pharmacy name, and pharmacy phone number,

Prescriptions refills requests will be processed within 3-4 business days. Please plan accordingly and don't wait until the entire prescription has been used before requesting a refill. **Prescription refill requests are completed at the provider's discretion and may require an appointment prior to prescription authorization.**

ADHEREANCE TO PLAN OF CARE IS A REQUIREMENT FOR PRESCRIPTION AUTHORIZATION-INCLUDING REFILLS. FAILURE TO KEEP REGULAR APPOINTMENTS MAY RESULT IN DENIED PRESCRIPTION REFILL REQUESTS.

Completion Of Documents

COMPLETION OF ALL FORMS MUST ACCOMPANY AN APPOINTMENT. DROP-OFF PAPERWORK IS NOT ACCEPTED AND WILL NOT BE COMPLETED BY THE PRACTICE. Form completion for non-patients in reference to a current patient (ex. FMLA) may require an administrative charge of \$85. Forms completed for non-patients at the associated patient's appointment will not be subject to a charge.

Transfer of Medical Records

The fees for medical records are \$22.88 for preparation fee, plus .76 cents per page, plus the actual cost of postage. Please send a written request for a copy of medical records to our office. Upon receipt of your payment a copy of the medical record will be available for pick up from our office, mailed out, and/ or faxed per your request.

PLEASE NOTE: *Patients are advised to contact appropriate entities (physician's office, lawyer, etc.) to request records to ensure charges for records processing are directed to the appropriate entities.*

Patient Portal

Michael A. Randolph, MD PC utilizes the Patient Portal services for NextMD.com. Patients must have a current email address to utilize these services. The Patient Portal allows for bi-directional office communication. Our office is able to send appointment confirmations, patient-requested documents, and respond to any patient questions. Please call our office to set up your Patient Portal account.

Questions regarding the above-mentioned policies, procedures or billing questions, should be directed to the office at 410-554-6489. By signing below, the patient acknowledges and understands the policies set forward by the practice. **Failure to agree to/follow the established office policies will result in a denial of services and discharge from the practice.**

Patient/ Guardian's Signature

Date