

Practice policies

Appointments

Please call our office or use our book online feature to schedule an appointment with Dr. Hansen.

If you are a new patient, you may complete a registration form found on our forms page prior to arriving. Please bring your insurance and/or Medicare cards to your first appointment, as well as any relevant medical records and a list of currently prescribed medications.

If you are scheduled for a physical exam, please fast six to seven hours beforehand. Stay well hydrated by drinking plenty of water though, and please do not wear any body lotion that day.

Emergencies

In the event of an emergency, Dr. Hansen is available by phone to concierge patients. Should an emergency arise after hours, please call our main office number, 202.223.6199 for a listing of our on-call physician telephone numbers. For all non-emergency issues, please call during normal office hours to consult with Dr. Hansen or Ms. Glaser.

Forms and prescriptions

Please allow 48 hours for any forms to be completed by Dr. Hansen. Form completion does incur a \$25 charge, per the provider's discretion.

Due to the frequent demand for prescription refills, our office requires patients to make an appointment to obtain a prescription refill. During your appointment with Dr. Hansen, please make sure your refills are up-to-date and you have enough medication to last until your next scheduled appointment.

> Any lost prescriptions cost \$25 to re-write.

> Any lost referrals cost \$25 to re-write.

Should your prescription be a controlled substance, you must see your provider every three months. For most other prescriptions, patients must see the doctor at least once every 12 months to receive refills.

Fees

All fees, such as co-pays, deductibles, and outstanding balances, are required at the time of service. Patients are responsible for providing new insurance information at the time services are rendered. If a patient cannot provide a current, eligible insurance card, the patient must pay the visit balance in full at the time of service, or reschedule and incur a cancellation fee. If a patient owes a balance after the claim has been considered by the insurance company, the patient has 30 days to pay the balance in full. Remaining balances include non-covered, deductible, or co-insurance.

Patients are responsible for knowing their co-payment amount. Co-payments are due at the time services are rendered. Should a patient fail to pay a co-payment during the visit, a \$25 billing fee for co-payments will be charged to the patient.

> Our office charges a \$25.00 fee on all returned checks.

We request that all delinquent patient balances be paid in advance or at time of service, unless prior arrangements have been made with our Office Manager.

Cancellation policy

Our office adheres to a strict 24-hour cancellation policy. Should you fail to cancel your appointment 24 hours in advance, we will charge a \$50.00 no-show fee.

Coding requests

Should your insurance policy require your doctor to code your visit a specific way for full coverage and benefits, you are responsible for letting your provider know. Our office will not revise codes once the claims have been submitted to insurance companies.

If you have any questions regarding any of the above, please ask to speak with our Office Manager. Thank you.

Confidentiality

We will not discuss or release your medical information with other individuals without your written permission. Should you wish to send your medical records from other physicians involved with your care to our office, we can supply medical release forms to you. For a complete review of our privacy policy, you may obtain a copy in our office.