



***Welcome to our office! In order to accommodate the many needs of our patients and to provide you with quality medical care, we have adopted the following policies:***

1. Please bring your insurance card and ALL insurance information (including worker's compensation / motor vehicle accident claim information if applicable). **IF YOUR INSURANCE PLAN REQUIRES A COPAY, IT MUST BE PAID AT THE TIME OF SERVICE.**
2. For all patients holding private insurance, YOU, the patient, are responsible for calling your insurance carrier regarding benefits and eligibility. Please make sure David R. Silva, D.O. and Patrick N. McLaughlin, M.D. are in your network.
3. This office will locate all radiology films performed at the Animas Surgical Hospital. **YOU, the patient, are required to obtain all radiology films/exams performed outside this facility. Failure to do so WILL result in rescheduling your appointment.**
4. As a courtesy, our office will bill your insurance for you. *Please inform the office staff if your phone number, address and/or insurance information has changed.* This information is vital to office billing procedures. IF information is not current, the patient is responsible for all undiscounted pricing.
5. Patients that arrive to their appointments late may not be seen and may need to reschedule their appointment. Patients will be considered a "NO SHOW" and a fee may be charged. This includes first time consults as well as maintenance follow up appointments. As a courtesy, our office will make reminder calls. Please call the office 24 hours in advance if you will be able to attend the scheduled appointment. We do realize there are emergencies that cause you to cancel your appointment. The office will not be able to reschedule appointments if there are 2 or more cancelled/no show appointment.
6. If prescription refills are needed, please call your pharmacy directly. The pharmacy will forward information to our office. **Please allow 48 hours for prescription refill requests.**
7. Please note, the doctor may not prescribe any narcotics (i.e. Oxycontin, Oxycodone, Percocet, Vicodin, Norco and Methadone) during the first, second or third visits. In some cases, narcotics may not be prescribed at all. Please make payment arrangements with your referring physician if there is a current need for narcotic medications. In some instances, contracts will be initiated.
8. Any patient has the right to choose a provider and facility for their health care services. Thus, we would like to inform you that Animas Surgical Hospital meets the definition of a physician-owned hospital under 42 CFR 489.3. Dr. David R. Silva, D.O. and Patrick McLaughlin, MD, are owners of Animas Surgical Hospital.
9. The patient understands that the physicians are not in practice with one another, do not participate in the practice management of the other, no actual agency relationship exists between the physicians, and they are independent contractors working under an office sharing agreement, DBA Animas Spine.
10. Due to HIPAA guidelines, it is our policy here that patient to doctor relationships are kept private. **Any outside family/visitors that arrive with the patient will be asked to wait for the patient, unless the patient is a minor.** Disclosed health information will be provided to visitors if the doctor deems it necessary to disclose medical information to associated parties.

*Thank you for your attention to these matters.*

Initials \_\_\_\_\_