

High Ridge Family Practice Patient Responsibilities

- 1. Co-pays and any outstanding balances must be paid prior to seeing physician. All balances must be kept up to date. Insurance companies (by CT State Law) have 45 days to pay claims for services. If not paid within stated time, the patient becomes responsible for the payment of the bill.**
- 2. All patients must show up 10-15 minutes prior to appointment, unless otherwise requested. For Physical Exams 15-20 minutes and New Patient Office Visits 15-30 minutes.**
- 3. Patients MUST refrain from using cell phones in the office as their use leads to delays in office staff (including physicians) providing care. This means everyone.**
- 4. Patients must be compliant with physician recommended diet, lifestyle and behavioral modifications.**
- 5. Patients must be compliant with physician recommended medical treatments and follow up.**
- 6. Patients must keep all their demographic information (address, phone numbers and e-mail addresses) and insurance information up to date and accurate. Patients must inform the office immediately of any insurance or address changes.**
- 7. Patients are expected to treat the office and exam rooms as if they are in their own home.**
- 8. Patients must be clear on stating the reason for their office visit and address their primary reason for their office visit. Additional complaints and issues will be addressed if time permits or at a future visit.**
- 9. Patients can expect appointments only for whom the appointment is scheduled for. "Add-on" patients within the same appointment time delays and lengthens your office visit and delays care to patients with subsequent appointments.**
- 10. If and whenever possible, patients should come to their office visits with only those individuals necessary to be present at the appointment.**
- 11. Patients must pay the Annual Technology Access Fee at the time of their first office visit for the year. Patients should use their Access to their Charts via WebView to Message and Communicate with their Physicians and the Office as well as to check their test results.**