

Robert O. Wilson MD Inc.
6327 N. Fresno St. Suite 101
Fresno, CA 93710 (559) 435-5252

Our office specializes in obstetrics, gynecology and some general medicine with privileges at Saint Agnes Medical Center, Clovis Community Hospital and Fresno Surgical Hospital.

On-Call Physician: A board certified or board eligible OB/GYN physician is on call at all times when Dr. Wilson is not available.

Care: Our office specializes in obstetrics, gynecology, and some general medicine.

Urgent Care: It is difficult to provide adequate medical care by telephone or fax. For this reason we ask that non-urgent concerns be addressed at scheduled office visits. Urgent calls will be addressed by staff or telephone exchange service and directed to Dr. Wilson or the on-call physician. **If you have a life-threatening emergency, call 911.**

Privacy: Privacy of your medical information is of the utmost importance. A Health Insurance Portability and Accountability Act (HIPAA) office policy is in place. A HIPAA copy will be provided regarding how your information is used, disclosed, and accessed. With only a few exceptions defined by Federal Law, we cannot release any of your medical information to anyone, including your spouse and/or other family members, without your specific written consent.

Payment: Payment is expected at the time of service. Payment is accepted in cash, check, or credit card. Your insurance will be billed with the information you provide. It is your responsibility to provide the appropriate billing information and to determine covered services through your individual health plan. We are required by insurance contracts to collect any co-pay or deductible due on the date of service.

Out of pocket Expenses: The following services are not covered by insurance:

Late fee (on balance over 30 days)	\$25 per month
Missed appointment (cancelled in less than 24 hours)	\$50
Returned check	\$30
Medical records request (no charge to requesting physician)	\$25
Disability and other forms (<u>after the initial form</u>)	\$20

Facilities: Many insurance carriers require that you use specific providers, including laboratory and radiology services. It is your responsibility to determine which providers are contracted with your insurance carrier.

Cancellations: If you are unable to keep your appointment, please call our office at least 24 hours prior to your appointment in order to reschedule. If you fail to keep an appointment without canceling at least 24 hours in advance, you will be charged \$50. This charge will not be covered by your insurance. If you continue to miss appointments, you may be dismissed from the practice.

Notice to Consumers: Medical doctors are licensed and regulated by the Medical Board of California, (800) 633-2322, www.mbc.ca.gov.

I have read and agree to these policies, understand the notice to consumers and have had the opportunity to receive a copy of the office policy.

Patient signature _____ Date _____

Staff _____ Date _____