



“Raisin” Patient Awareness

We would like to provide you with some general information in hopes of making your visits with us as pleasant and efficient as possible.

- You MUST bring ALL medications (or updated list) with you to EVERY visit. This is a requirement by law to ensure patient health safety and to meet guidelines for chart documentation.
- You should contact the office at least 48 hours (2 days) prior to needing any/all medication refills. When you arrive for your office visit, you should notify the nurse/provider of any upcoming refill needs.
- Be sure to update any personal record information such as address, phone, name, or insurance changes when they occur.
- Due to Federal Red Flag Rule Regulations taking effect in 2009 you will be required to present a photo ID to be placed in your patient chart at time of visit. For New Patients this will be requested upon your first visit. For established patients this will be requested at first return visit.
- Co-pays, Deductibles, Balances Due (including collection accounts) – are all paid **PRIOR** to being seen by the provider. If you do not have insurance you are required to pay a deposit of \$120.00 at time of service and a payment on any balances will be required **PRIOR** to being seen by the provider. **If you are unable to provide payment PRIOR to being seen, your appointment will be rescheduled.**
- If you do not have proof of insurance, you will be responsible for payment until verification of insurance is obtained.
- There is a \$5.00 Form Completion fee. This fee is due prior to form completion & is for each set of forms. Forms will be completed within 7-10 business days. FMLA forms will be completed within 5-7 business days.
- There is a \$50.00 No Show Fee. Payment of fee is required before another appointment is scheduled.
- There is a \$25.00 Returned Check Fee.

Thank you for your understanding and help in making the most of each office visit with us!

CMH Orthopedic Providers & Staff

Visit us at our website: www.vcu-cmh.org/vcu-orthopedic-service/