



# NEW YORK MEDICAL COLLEGE

A MEMBER OF THE Touro College and University System

## Family Health Center

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### **Patient Policies Agreement**

#### **Financial Responsibility Agreement:**

Patients are responsible for costs not covered by insurance, including co-pays, deductibles and non-covered services. Patients must provide accurate and up-to-date insurance information.

#### **Payment Due at Time of Service:**

Copayments will be collected before the patient is seen at the Family Health Center. For patients with insurance not accepted at the Family Health Center, payment for the office visit and any procedures is due on the date of service.

We accept cash, credit cards, HSA debit cards, Google Pay and Apple Pay. Checks are not accepted. We can store credit card information securely in the medical record to simplify payments. Payment plans for patient balances may be set up through the office or through our billing company. Outstanding balances will be collected at the next date of service unless a payment plan has been established.

#### **Billing Schedule:**

Patient statements are sent out electronically every 30 days. Unpaid bills will be sent to collections after six (6) attempts to collect payment have been made.

#### **Medical Records Fees:**

A charge of \$0.15 per page will be assessed for any printed records requested, due at the time of request.

#### **No-Show Policy:**

A no-show is when an appointment is cancelled less than 24 hours before the appointment time or if a patient does not arrive within 20 minutes of the scheduled time of the appointment. A fee of \$50 will be assessed for a no-show appointment.

**Self-Pay Policy:**

For patients without insurance or those with insurance plans that we are out of network, the following self-pay fees will be assessed:

Office Visit	\$100
Physical Examination	\$150
Vaccines	A vaccine fee schedule is available at the Family Health Center
Procedures	A fee schedule for in-office procedures is available at the Family Health Center
Laboratory Tests	In-office testing fee schedules are available at the Family Health Center. For send out laboratory tests, we have negotiated reasonable prices with our laboratory. The laboratory bills for their tests directly. We do not collect payments for testing done by the laboratory.

**Payment Plans:**

We offer a payment plan for patients unable to pay their balance in full. If on a payment plan, payments are expected on a regular basis. Please contact the Family Health Center at NYMC if you need to discuss setting up a payment plan.

**Communication Policy:**

In the event of an emergency, please proceed to the nearest emergency room. If you have an urgent matter, please call the Family Health Center at (914) 828-0435. Messages left on the voicemail are checked daily when the Family Health Center is open.

**Patient Portal:**

The patient portal may be used for non-urgent communication. The portal should not be used to communicate about new medical problems and new requests for referrals or treatment. While we strive to return portal messages promptly, it can take 3-5 days for a response to a message through the patient portal. If you have an urgent issue or one that requires more than a few sentences to describe, it is best to call the office instead of using the patient portal. Long patient portal messages will result in a phone call to schedule an appointment.

**Text Communication:**

Text messages are utilized for appointment reminders and billing. Please inform the office if you wish to opt out of text message communications.

**Email Communication:**

We cannot send patient information through email. Any patient information will be sent via the patient portal or via fax. Please use the patient portal to communicate with your doctor or the office, not email.

**Behavior Expectations:**

The Family Health Center recognizes the importance of mutual respect and maintaining a positive environment for patients and staff. We expect respectful communication: foul language or threats are not tolerated. Disruptive or threatening behavior may result in discharge from the Family Health Center.

**Service Animals:**

Only dogs who are individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability will be allowed in the Family Health Center. Service animals must always be under control.

Other animals and those used for emotional support purposes are not allowed on premises.

**Concerns:**

Please contact the Medical Director, Dr. Lori Solomon, at (914) 828-0435 for any concerns about the Family Health Center or privacy practices. Patients who wish to appeal fees or dismissal should contact the Medical Director either in writing or via phone. Billing questions or concerns should be directed to Zoo Health: (914) 595-6552.

**Patient Acknowledgement:**

I have reviewed the patient policies agreement, and my signature below serves as acknowledgment of a clear understanding of my responsibilities. I understand that if my insurance company denies coverage and/or payment for services provided to me, I assume financial responsibility and will pay all such charges in full.

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Signature of Patient/Responsible Party

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Date

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Name of Patient/Responsible Party (print)

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Relationship to Patient