

# INTERLAKE MEDICAL CENTER

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## OFFICE POLICIES PLEASE READ CAREFULLY

Welcome to our office! Please read and understand our office policies so we may provide you with the most efficient and cost-effective services.

### APPOINTMENTS

- We can usually see you the same day for urgent problems such as ear infections, bladder infections, bad coughs, chest pain, etc. Please call as early in the day as possible.
- If several members in the same family need to be seen at the same time, please let the receptionist know ahead of time so we can allocate time for everybody.
- Please kindly arrive 10 minutes early to each appointment.

### CANCELLATIONS\*\*\*

- When you make an appointment, that time is reserved for you. Please let us know at least 24 hours ahead of time when you cannot keep your appointment.
- There may be a \$95.00 charge (\$100.00 for complete physicals) for "no-shows" or cancellations with less than 24-hour notice or cancellations for appointments made the same day. Those with two or more such "no-shows" or cancellations or repeated tardiness may be asked to seek the services of another physician (not in our office).

### TELEPHONE CONSULTATIONS

- Most calls will be returned the same day. Most prescriptions will be called in after 5:00 p.m.

### REFERRALS TO SPECIALISTS

- Except for emergencies, please make an appointment with us first before seeing a specialist as most insurance companies require referrals if appropriate.
- If you see a specialist without prior authorization from us, you may need to pay the specialist yourself. Many insurance companies do not allow for retroactive referrals.

### INSURANCE

- There are numerous insurance companies, each offering many different types of coverage. Many policies have deductibles, which need to be satisfied before payment takes effect.
- All co-payments need to be paid at the time of the visit. Failure to pay at the time of visit will result in a \$5.00 handling charge.
- For new and or established patients without insurance, a prepayment of \$100-\$160 is required prior to being seen.
- If you have questions regarding your bill, please call the bookkeeping desk (425) 747-3180, M-F 9:00 a.m.-3:00 p.m.
- Most insurance companies require access to your medical records in the event additional information is required to process the claim.

### PHYSICIAN INSTRUCTIONS

- Patients and physicians must work as a team. Please follow our instructions as closely as possible. Follow-up appointments are important is (a) you are told to return (b) if you do not improve within a reasonable period of time.

I have read the above and understand its contents. I also agree to the release of my medical records to my insurance company when requested.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_