



Johnson Memorial Orthopedic Surgery and Sports Medicine Specialists
317.346.3100

Welcome to our Office!

To ensure the highest quality service and care to our patients, we have policies and procedures we ask you to observe. If you have any questions or concerns, please address them with the staff. Our goal is to ensure that your experience at Johnson Memorial Health Orthopedic Surgery and Sports Medicine is exceptional. We've outlined pertinent information that is needed to make sure your visit runs smoothly. Please be aware that without these items, the Orthopedic Surgery and Sports Medicine of Johnson Memorial Health reserves the right to reschedule your appointment.

Patient Information: Patient demographic and financial information will be kept on file and verify and/or updated at the time of every visit.

Insurance Cards: To bill your insurance, we require a copy of your current insurance card(s) at each visit.

If you are unable to provide your insurance information at the time of your office visit, we will consider you uninsured and will bill you as a private pay patient.

Photo Identification: To protect the identity of each of our patients and comply with federal laws, we are required to view a photo ID or valid driver's license, at every visit. JMH Physician Network reserves the right to reschedule your appointment if you do not present a photo ID.

Current Medication List: To help your provider understand your overall health status and to expedite entering your medical history, we require our patients to bring with them a current medication list including medication name, dosage, and frequency.

Late Arrival: Patients are required to be on time for their scheduled appointments. New patients are required to arrive 20 minutes early. You may be required to complete paperwork before being seen. In the event of late arrival, it will be at the discretion of the provider whether or not they will be able to see you. You may be asked to reschedule your appointment in order to maintain the integrity of the provider's schedule.

Cancellations/No Shows: If you are unable to keep your appointment, you are required to give 24 hours' notice. If you no-show or late cancel the appointment, a fee will be charged to your account. Any future appointments will be suspended until the fee associated with the missed appointment has been settled. The related fee for a no-show or late cancellation is \$75 for a new patient and \$35 for a follow-up appointment. The applied fee cannot be billed to your insurance carrier and will be a direct expense to you.

Co-Pays and Uncollected Balances: Our Patient Service Representative will collect your insurance co-pay at the time of check-in. If you have a previous balance for services performed at Johnson Memorial Health, payment will be required. Unpaid balances may result in bad debt collection and possible dismissal from our practice. In the event an account is sent for collection proceedings, the guarantor of the account will be responsible for all collection costs.

Medical Records: Upon written request and signature a copy of your medical records will be released to you. This process can take up to 5 business days. The state of Indiana has imposed a pre-defined fee schedule for copying medical records that will be charged accordingly to the patient.

Prescriptions: Our providers prescribe enough medication to last you to your next appointment. We will not refill medications before your next scheduled visit. To avoid complications of your medical treatment and to prevent a lapse in medication, it is imperative to keep your scheduled appointments.

We look forward to meeting you and establishing a relationship to meet your healthcare needs!

Patient or Parent/Guardian Signature

Date