

Office Policies



OFFICE HOURS

Although Dr. Young's appointment times vary, our office is available by phone Mondays, Tuesdays and Thursdays between the hours of 9:00 A.M. and 5:00 P.M. Wednesdays between 9:00 A.M. and 2:00 P.M. and Fridays between 9:00 A.M. and 1:00 P.M. Occasionally these hours may vary due to special circumstances.

AFTER HOURS

During times when our office is closed it is still possible to reach Dr. Young for emergencies by simply calling our offices main number 616-846-3400. You will immediately be connected with an operator who can efficiently assist you with getting in contact with Dr. Young. Please understand this line may only be used for emergencies and not for any other reason.

PAYMENT

All payments are due at the time of service. If payment is not made a fee may be added to your account. For your convenience we accept cash, personal checks, VISA and MasterCard. In the event that your account becomes delinquent Grand Haven Foot & Ankle will refer accounts to a collection agency.

CHECK RETURN

If a personal check is returned to our office without payment, the patient will receive a verbal notice as well as a written notice. We have a \$30 non-sufficient funds check fee. All balances and fees must be paid within five business days. If these requirements are not met, Grand Haven Foot & Ankle reserves the right to contact the local law enforcement agencies. All balances and fees must be paid in the form of cash, credit card, cashiers check or money order.

CANCELLATION

Due to the nature of our practice we ask that you kindly give a 24 hours notice if you are unable to keep your scheduled appointment. We understand there may be extenuating circumstances that may prevent you from contacting our office; therefore we allow 2 missed appointments before assessing a \$25 fee for missing an appointment. New patients who do not cancel a scheduled appointment will be assessed a \$25 charge at the first missed visit. These fees must be paid in full before scheduling a new appointment.

RETURNS

We accept returns on merchandise that has been unopened and unused within 30 days of purchase. Refunds will be issued in the form of a check. It may be necessary for our office to charge a fee for shipping to be determined on a case-by-case matter.

SURGICAL CANCELLATION

We understand that it may be necessary to cancel a surgical procedure; however there is a considerable amount of time that is involved in scheduling a surgery. Therefore, it is necessary for us to require a \$250 cancellation fee if the surgery is canceled after 24 hours of scheduling the procedure.

RECORD COPYING

There may be a time when it is necessary for you to request copies of your medical records from our office. We charge an initial fee of \$20 for the request as well as \$1 per page up to 20 pages and \$.50 per page after the first 20 pages. Payment must be received in full before releasing this information. These records may only be released to the patient or to the patient's responsible party.

FILING PAPERWORK/DISABILITY

We will be happy to complete forms and write medical letters for you upon your request. The fee for this service varies depending on the form, but most forms cost \$3 per page, and payment is due in cash when you pick up the forms. Medical letters printed on company letterhead are \$10.00 per letter and a cash payment is also collected when you receive the letter. Please allow five business days for us to complete the forms or letters.

INSURANCE

Grand Haven Foot & Ankle will be happy to file your insurance claims as a courtesy as long as the insurance carrier will accept electronic claims from our practice. It is the patient's responsibility to present all active insurance cards to our receptionist at every visit. You are responsible to pay, at the time of service, any copays, deductibles, coinsurances and any non-covered services as agreed upon with your insurance. If you do not bring your insurance information with you to an appointment you will be asked to pay for the visit in full or reschedule your appointment and the \$25 missed appointment fee applies. If an insurance claim is denied because of incorrect insurance information, you may be required to pay our office directly for your visit and file the insurance claim yourself. To reduce the incidence of insurance filing errors, you will be required to verify your insurance information at every visit. It is not our offices responsibility to know each patients individual insurance policies and coverage, it is your responsibility.

COLLECTION OF ACCOUNTS

Statements with balances will be sent to the responsible party monthly. Each additional statement that is resent will have a \$25 late fee assessed. Accounts that are more than 90 days delinquent will be referred to a collection agency.

STATEMENT QUESTIONS

If at any time you feel you have received a statement of accounts in error, please do not hesitate to contact our office. We are happy to answer any and all questions you may have. However, all concerns must be addressed with the billing staff. It is against insurance rules for Dr. Young to address billing questions during a patients encounter.