



ADAM J. OLSGAMP, MD • RYAN L. SMITH, PA-C

WELCOME~

The goal of this office is to provide the best possible orthopedic surgical care in a timely manner and in a pleasant atmosphere. If you have any suggestions how we might improve on this, we appreciate any input you might have. In order to provide the best possible care in the timeliest manner for our patients, the following office policies have been established:

Appointments

Every effort is made to remain on schedule. In order to keep the schedule on time, being more than 15 minutes late for an office appointment will mean cancellation of that appointment and rescheduling at a later date. You will only be seen for the problem you are scheduled for. Another appointment will have to be made to address other issues.

- If you miss a new patient appointment and do not notify the office, you will **not** be rescheduled unless you pay a \$50 rebooking fee.
- Established patients will be charged a \$25 “no show” fee if the office has not been notified of the need to cancel an appointment 24 hours prior.
- Repeated “no shows” will result in being discharged from our office.

Financial Information

The financial responsibility for services rendered rest with the patient or his/her family, regardless of any insurance coverage. We will bill all health insurance companies as long as you provide the correct billing information (a copy of your card works best). It is **your responsibility** to make sure you have a referral, if required by your insurance, and that our office is contracted with your insurance. Call the customer service number on the back of your insurance card if you are unsure. Make sure to give them the address of 750 N. Syringa, Suite 101, Post Falls when verifying coverage. If your insurance requires a referral/authorization (i.e. Group Health, Medicaid, Humana or Worker’s Comp) we **must** have the referral/authorization in writing at the time of your appointment or your appointment will be rescheduled. In the event that a 3rd party insurance (i.e. auto, homeowners, work comp) is responsible and the patient’s health insurance is given as the primary insurance on the account, a \$25.00 management fee will be charged to the patient for each date of service that is reworked and sent to the correct insurance. If you do not have insurance, payment is due in full on the day of service. If you ever receive a bill that you feel is incorrect, please notify the office as soon as possible so that we can correct any problems that may exist.

Surgery Schedule

The surgical schedule is made according to surgery time available at the surgical facility. Every effort will be made to arrange all surgeries as early as possible and at a time convenient to you. As time slots available for scheduling surgery are limited, a 72-hour notice is required for canceling surgical procedures.

- Co-pays, deductibles and/or co-insurance will be collected prior to your surgery. There is a \$250 “booking fee” that will not be refunded to you should you cancel your surgery without appropriate notice. The surgical facility may also require pre-payment prior to your surgery.

Prescription & Refills

This office does **not** prescribe pain medication prior to surgery. Medication will be refilled through your pharmacy (faxed request) during office hours only. **48-hours** notice is required, as it may take some time to check with your doctor to arrange the refill.

X-rays

If you have had x-rays or any other diagnostic studies (i.e. MRI) from outside of Kootenai County, it is your responsibility to bring a CD or the actual films to your appointment. If you arrive for an appointment without the necessary x-rays/studies we will need to reschedule your appointment or take additional studies at your cost.

Liability Action

Liability action against a third party is not a reason for delaying payment of your bill. Payment of the bill remains the responsibility of the patient who has received treatment. Lawsuits may go on for a protracted period time, but the bill should be paid promptly. Once this is done, we will provide your attorney with the necessary medical information for your legal purposes.

Worker's Compensation

Only Idaho worker's compensation insurance is accepted. You must provide our office with the following information at the time of your first appointment:

- Name and address of your employer's worker's compensation carrier.
- Exact date of your injury.
- Claim number

This information is necessary for us to bill any worker's compensation insurance. Your employer can assist you with obtaining this information and filling out the appropriate paperwork for filing your claim. If you do not have the above information at the time of your appointment you will need to reschedule your appointment or you can be seen as a self pay patient until the correct information is provided.

Thank you for your cooperation. We look forward to meeting you!