

Dr. Michelle Mulder
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Office and Financial Policies

Thank you for choosing our practice! We are committed to the success of your medical treatment and care. Please review the following information as it describes our policies regarding many commonly asked questions. If you need further information about any of these policies, please ask to speak with our front office personnel.

Patient Information Forms

In an effort to stay on time and see our patients efficiently, we ask that you have all of your new patient paperwork completed prior to your appointment. For your convenience we can mail or fax you the forms so that it may be completed in advance. If this is not possible, we ask that you arrive thirty minutes early to allow time to complete it. If you arrive for your appointment and have not completed the required paperwork, we may need to re-schedule your appointment. Please bring photo identification and your insurance card to your appointment.

Children in the office

We prefer that you do not bring your children to your appointments with you. However, we understand that there are occasionally extenuating circumstances and if you must bring them with you, we ask that you closely supervise them and do not allow them to eat in the waiting room or the exam rooms. There are many common childhood illnesses that can be threatening to a pregnancy. If your children are sick, we ask that you re-schedule your appointment.

What about missed appointments?

We kindly ask that you give us the courtesy of a 48 hour advance notice if you must cancel your appointment. If you fail to cancel your appointment within 24 hours, or fail to arrive for your appointment, you may be charged a late cancellation/no show fee of \$25.00. If this occurs for more than one appointment, you may be required to secure any subsequent appointments with a credit card. You may also be asked to seek a new physician.

How are my medicine refills handled?

When refills are needed, please call your pharmacy and ask them to fax the refill request. Requests are usually handled within 48 business hours. Processing times may vary depending on the availability of the doctor, who for your safety, must review each request prior to completion. Refills will not be provided if you are past the time that a return visit was mandated by the doctor or greater than one year from the last visit if no follow up was indicated. Narcotics are not refilled without a return visit to the office.

Do I need a referral?

If you have an HMO plan with which we are contracted, you may need a referral authorization from your primary care physician. If we have not received an authorization prior to your arrival at the office, we will attempt to obtain one from your primary care

physician. If we are unable to obtain the referral in a timely fashion, you may need to be rescheduled.

Medical records

If you need a copy of your medical records, we would be happy to provide them at anytime. However, should you need records sent to someone other than yourself, we require that you complete and sign a records release form. These forms are available from our front office staff. We are allowed to charge a fee of \$25 for providing your records to any person or service; however, as a courtesy, this fee is waived when we send your records to another physician or hospital for continuation of care. State law allows fifteen business days for processing of medical records.

FMLA / Short Term Disability paperwork

If you need FMLA or short term disability paperwork to be completed by our office, there is a \$25 fee that must be paid when you pick up your paperwork. Please allow our office 72 hours to complete the forms. Please be aware that short term disability forms are legal documents. Issuing a statement that a patient is disabled when they do not have a qualifying disability is fraudulent and will not be done. For this reason, we must have an accompanying job description for the physician to complete the paperwork as we are required to explain how the disabling condition disqualifies the patient for work. If you have questions about whether you qualify for FMLA or short term disability, please see your Human Resources department with your work and /or discuss your concerns with the doctor.

Emergency after hours

If you need medical care when the office is closed, please call the office and leave a message with the voicemail system. The on-call physician will contact you. Please limit these calls to emergencies only. Refills are not provided after normal office hours.

How may I pay?

We accept payment by cash, checks, Visa, Mastercard, American Express, and Discover. You are expected to pay co-payments and charges allowable by your benefits coverage at the time of service. Adjustments or other amounts determined by the billing process are due in full upon receipt of an invoice showing your balance due. If you need to make payment arrangements, please ask to speak with our billing company.

I have read, understand, and agree to the office and financial policies of Michelle M. Mulder, M.D. and I understand that charges not covered by my insurance company, as well as applicable co-payments and deductibles, are my responsibility.

Patient Signature

Patient Name (print)

Date