



PATIENT AGREEMENT & ACKNOWLEDGEMENT

Watertown Family Practice Associates, S.C. (WFPA) has established a patient agreement to ensure you receive the best possible care. Please read through the following statements carefully. Your signature is requested on the final page acknowledging agreement. We are pleased to serve you as a patient and look forward to providing continuation of care.

- 1. PATIENT PORTAL:** All new patients are required to register for the Patient Portal. The portal serves as an online communication system between the provider and patient. Through the portal patients can send messages directly to their provider, schedule and view upcoming appointments, view medications, labs, test results, check account balance(s), and much more.
- 2. MEDICATION POLICY:** Patients who have been prescribed medications by a practice provider are required to attend an annual appointment to re-fill medications. Due to Wisconsin and The United States Drug Enforcement Administration (DEA) requirements WFPA will not prescribe any chronic narcotics or opioids to new patients. These medications need to be managed by a Pain Management Clinic and WFPA will not prescribe an interim supply of these medications.
- 3. PATIENT WELLNESS:** WFPA requires patients to follow age recommended wellness requirements. Examples include Annual Wellness Visits, routine colon, breast, and cervical cancer screenings, age-appropriate vaccinations, and other preventive screenings and measures.
- 4. CO-PAYMENT** amounts are required at the time of your visit. We accept cash, check, or credit card. If you are unable to pay the co-payment at check-in, your appointment will need be re-scheduled.
- 5. INSURANCE:** WFPA participates with most insurance plans. We will file claims for all insurance plans. **Please remember that insurance is a contract between the patient and the insurance company and ultimately the patient is responsible for payment in full. As a courtesy to our patients, we will verify your insurance coverage, however, our verification is not a guarantee of benefits payable by your insurance.** To bill your insurance and to meet filing guidelines we do ask for a copy of your insurance card and a photo ID. If our providers are not listed in your plan's network, you may be responsible for partial or full payment.
- 6. SELF-PAY/UNINSURED:** Patients who do not have insurance or have insurance that cannot be verified by Watertown Family Practice will be considered Self-Pay. Self-Pay patients are required to make deposit in the amount of \$250 via cash or credit card upon check-in on date of service. A 25% discount will be applied to total visit cost if paid in full before leaving.
- 7. RESPONSIBILITY FOR PAYMENT:** I understand that I, personally, am financially responsible to Watertown Family Practice Associates, S.C. for charges not covered by the assignment of insurance benefits and all non-covered charges.
- 8. AUTHORIZATION & ASSIGNMENT OF INSURANCE BENEFITS:** I hereby authorize Watertown Family Practice Associates, S.C. to furnish information to insurance carriers concerning my illness and treatments and I hereby assign to Watertown Family Practice Associates, S.C. all payments otherwise payable to me for services provided.
- 9. BILLING AND COLLECTION FEES:** Watertown Family Practice Associates, S.C. will submit a claim for payment to your insurance company. In the event your insurance carrier/company denies the services provided, you will be responsible for the payment in full. We appreciate prompt payment in full for any outstanding balance.

10. PAYMENT PLANS: All unpaid balances 30 days or older will be considered for patient payment plan agreements. All balances must be paid within the 3-, 4-, 6-, or 12-month timeframes as designated on Patient Payment Plan Agreement. **All unpaid balances 90 days or older will be turned over to a collection agency, and patient will be issued a 30-day notice of dismissal from the practice.**

11. RETURNED CHECKS will incur a \$50.00 service charge.

12. FORMS FEES:

- a. **Medical record copies** – Medical record copy requests made by the patient for their personal use, for an insurance company, an attorney, etc., will incur a copying fee, as directed by the state statute, following the completion of a release of medical records form. There is no charge for records being released to another physician.
- b. **Form Completion** – Forms needing completion outside of scheduled patient appointments may be dropped off at the practice. A practice representative will call when they are ready to be picked up, or we will send to appropriate designee. Fees for form completion are as follows:

1 page, \$5.00

2 or more pages, \$10.00

FMLA, \$25.00

13. LATE ARRIVAL POLICY: It is important to arrive on time for your scheduled appointments to allow the provider adequate time to properly assess and treat you and the other patients on their schedule. **Arriving past your scheduled appointment time may result in your appointment having to be rescheduled.**

14. CANCELLATION POLICY: We understand that situations arise in which you must cancel your appointment. It is therefore requested if you must cancel your appointment, you provide more than a 24-hour notice. Appointments cancelled less than 4 hours prior to your scheduled appointment time will be considered a late cancellation. **Two or more late cancellations within a 12-month period will result in a \$50 fee and may be dismissed from the practice.**

15. NO SHOW POLICY: Patients who do not show up or fail to provide advance notice are considered a No-Show. **Patients who No-Show will be charged a \$50 fee for each missed appointment. Three (3) or more No-Show appointments may result in dismissal from the practice.**

I have read and understand Watertown Family Practice Associates, S.C. Patient Agreement and Acknowledgement. I agree to be bound by its terms, and that such terms may be amended by the practice at any time.

Signature of Patient/Guarantor

Date

Disclaimer: Watertown Family Practice Associates, S.C. does not consider an individual seeking treatment to be a patient until a preliminary assessment is completed; simply making an appointment does not automatically initiate a provider-patient relationship.