

Gardens Neurology – Office policies

Arrival time: The time you are told by us is the arrival time, not the appointment time. If you arrive later than your scheduled arrival time, you may run the risk of not being seen, having to reschedule, and paying a no-show fee. If you arrive 15 minutes past your arrival time, you will be considered late. Appointments can not be rescheduled until the no-show fee has been fully paid.

Wait time: We make every effort to run on time, however, there may be occasions when the doctor/nurse needs additional time with a patient. Please be assured that when it is your turn to see the doctor/nurse, adequate time will be given to you as well.

Multiple Missed Appointments: This could severely affect our ability to provide you with proper care. Multiple missed appointments may result in our request for you to seek care elsewhere. If you must change your appointment time, please call us in advance, to reschedule. It is your responsibility to speak directly to us for any appointment changes at least 24 business hours in advance. Voice mail cancellation are not accepted.

Various Reports and Medications: You are responsible for bringing your medication list as well as medical reports (discharge summaries, imaging, labs, office visit notes, etc.) to your appointment. If you do not have these items in your possession, the doctor may not see you for that appointment and you will need to reschedule (as well as pay the cancellation fee).

Co-pays, Co-insurance and Deductibles: Co-pays and other payments are due at time of service. There is a \$20 fee for returned checks. We accept cash, checks and credit cards although large denomination bills may not be accepted. We do not offer payment plans.

Referrals: your primary care physician is responsible for submitting a referral to our office for an appointment to be scheduled. An authorization/referral from a primary care physician is required to be seen. An upcoming appointment without a proper authorization, or insurance verification that did not go through, may be cancelled. All patients are seen on an appointment-only basis. We do not accept walk-in patients.

Forms and Medical records: Please allow 5-7 business days for the physician to complete any forms you are requesting. All forms that require a physician's signature will be subject to a \$25 fee. Medical records will be provided at a fee of \$1 per page and must have a signed release for processing.

Attention Guardians: In the event that you bring in the patient and they refuse treatment for any reason, we will attempt to provide care to the best of our ability. Upon multiple attempts, and with further refusal by patients, a cancellation fee will need to be paid for all inconclusive appointments.

Prescriptions and tests: Our providers reserve the right not to prescribe certain medications or order certain tests requested by patients if and when it is not supported by medical recommendations.

Phone Calls: Our providers and staff reserve the right to limit informational and consultation phone calls to no more than 5 minutes. When more time is needed, a follow up appointment or family visit should be arranged.

Refills: Refills can be sent only if a patient was seen within 6 months. Please allow 3 days to process.

Non-Medical Appointments: We do not accept workers' comp or car accident type appointments, personal injury cases, or active litigation. We can arrange an expert witness or independent medical exam if you like however, different rates will apply. An IME or EW case does not guarantee further follow up with the doctor.

Discharging Patient: Dr. Silvers reserves the right to discharge a patient for any reason at any time. Such a discharge could be due (but not limited) to abusive/aggressive behavior by the patient or a family member.