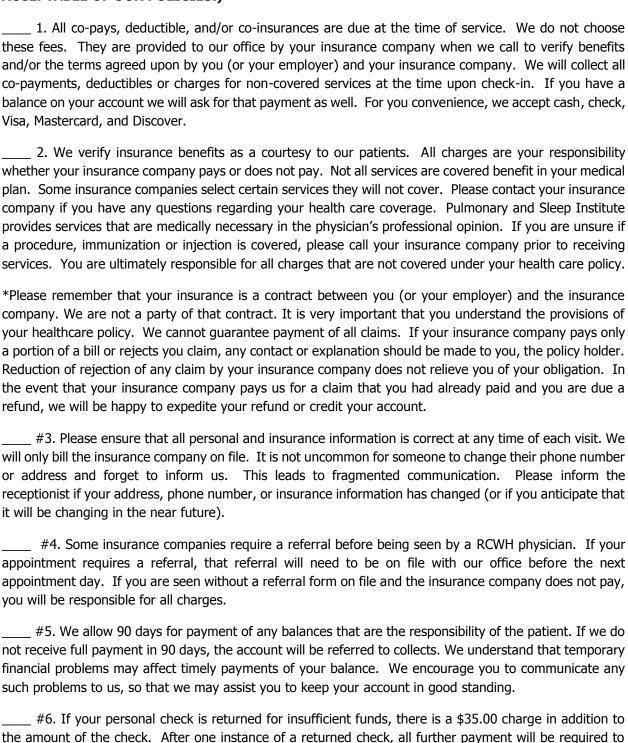
Our Financial and Office Policies

Thank you for choosing RiverCity Women's Health as your healthcare provider. We are committed to providing our patients with the best available medical care. Our billing department will be available to discuss our fees and policies with you if you have any questions. We ask that all responsible parties read and signing our financial and office policies form prior to seeing the physician.

(PLEASE INITIAL BESIDE EACH SECTION INDICATING YOUR UNDERSTANDING AND ACCEPTABLE OF OUR POLICIES.)



be in the form of credit card, cash or money order only.

#7. There is a \$25.00 fee to complete any FMLA paperwork that is due before the paperwork will be completed. Although the paperwork is long, please note that we do our best to complete this paperwork for you in a timely and efficient manner and we ask for your patience. We require 3-5 business day to complete this paperwork.
#8. There is a fee for copies of medical records not requested by another physician. Please ask the receptionist for an estimate if you need copies of your records.
#9. Appointments not canceled with a 24 hour notice and any "no show" appointments will be subject to a charge of \$50.00. Please note that this fee is not covered by your insurance company. We sincered hope that we will not need to collect this fee. Rather, it is offered as an incentive to remind all of our patients and families to keep their scheduled appointments or, if unable to keep that appointment, to please reschedule with more than a 24 hours in advance (and we greatly appreciate 48-72 hours advance notice). When you reschedule your appointment several days ahead of time, this allows other patients the opportunity to be seen sooner which they often greatly appreciate.
$\underline{}$ #10. If you are more than 15 minutes late for you appointment and have not called the office to inform us, we will reschedule your appointment.
#11. After 3 "no show" appointments we reserve the right to terminate the physician/patier relationship. A notification will be sent to the responsible party and to the referring physician.
12#. ALL prescription refills MUST be called to your pharmacy. You can have your pharmacy submittee refill request electronically, or they may fax the request to 210-684-1003. We DO NOT accept call directly from patients for refills. Please do not wait until you are out of medication to ask your pharmacy for a refill. We require 2 business days to respond to a refill request. Please note that we do not process refill requests on weekends or holidays. The patient must have a follow-up appointment scheduled or have been seen within the last 6 months in order to have an prescriptions refilled.
#13. Due to Texas state laws, we have adopted the following policies regarding Triplicat prescriptions (Triplicate prescriptions are for Schedule II controlled substances): We will not mail Triplicat prescriptions. All expired Triplicate prescriptions that are not filled must be returned to our office. Triplicat prescriptions must be filled within 21 days. There is a \$5.00 fee for each triplicate prescription that is no picked-up in a timely manner and a \$25.00 fee for expired triplicate prescriptions (i.e. not picked-up in timely manner).