

## CLINIC POLICY

- Proof of insurance and photo identification must be presented to office personnel at each office visit.
- It is the patient's responsibility to notify the office of any changes in insurance status or changes in personal information to insure accurate insurance claims filing.
- It is the patient's responsibility to notify the office within 24 hours if unable to keep an appointment.
- Patients are required by their insurance carriers to pay any co-payments and/or deductibles which will be collected at the time the patient presents for their appointment. The patient is also responsible for any charges not covered by the insurance company.
- Payment in full is expected prior to office visit if patient does not have insurance.
- It is the patient's responsibility to notify our office staff prior to visit if their insurance requires a referral or pre-authorization to help ensure payment of claim.
- Prescription refills should be called to our office between 8:00 - 4:00 Monday - Thursday. No routine prescription refills will be written or called in on Friday, Saturday or Sunday. It is the responsibility of the patient to check their medications and call the office on Thursday if medication is needed before Monday.
- Patients may also request refills via our secure online portal. NO prescription will be called to a pharmacy if the patient has not seen a provider in over 1 year.
- Prior to any scheduled office visit, office procedure or surgery, any amount determined to be the patient's responsibility, such as any applicable deductible or co-pay percentages, will be paid at check-in for Southern Surgical Associates, Southern Urology, Hattiesburg Surgery Center and Southern Urology Surgery Center.
- Any lab work done by this clinic will be sent to one of the following: LabCorp, Merit Health Wesley or Miraca. If the patient's insurance requires labs be sent elsewhere, it is the patient's responsibility to inform the nurse or lab technician.
- During a visit, procedure or surgery, it may be necessary for biopsies to be obtained. Patients will receive a bill for pathology charges from HubCare Pathology.
- Patients that have a CT performed at Southern Urology will receive a bill from Comprehensive Radiology for the radiologist reading of the CT.
- If you have any questions about our clinic policy, please talk with our staff.