

## ***IRVING ORTHOPEDICS & SPORTS MEDICINE***

Thank you for choosing Irving Orthopedics & Sports Medicine as your health care provider. We are committed to the success of your treatment. Please understand that payment of your bill is considered a part of your treatment. The following is a statement of our Financial Policy, which we require you to read and sign prior to any treatment.

**Full payment is due at the time of service**  
**We accept cash, checks, or Visa/ MasterCard/ American Express**  
**We offer an extended payment plan with prior approval**

### **INSURANCE**

We may accept assignments of insurance benefits upon your first visit; however, we do require your portion of the bill to be paid at the time of service (i.e. co pay, deductible, etc.). Because the bill is your responsibility, should your insurance company not pay – you will receive a bill for the remaining balance. We will do everything reasonably required to facilitate the filling of your insurance claim. This necessitates you providing us with your insurance information, along with all other relevant documents (i.e. accident reports, secondary insurance, workman's compensation, etc.). Your insurance policy is a contract between you and your insurance company. Please be aware that your insurance may deny coverage that is usual, customary, and in our opinion medically necessary- declaring the treatment not necessary or not covered. Should this occur, you will be responsible for the entire bill. Should your account become 90 days delinquent, you understand your account will be submitted to a collection agency.

I hereby instruct and direct my Insurance Company to pay by check made out and mailed to: **Irving Orthopedics & Sports Medicine** or if my current policy prohibits direct payment to doctor, I hereby instruct and direct you to make out the check to me and mail it as follows: **2120 N. MacArthur Blvd., Suite 100, Irving, TX 75061**

Regarding insurance plans where we are a participating provider, all co-pays and deductibles are due prior to treatment. In the event that your insurance coverage changes to a plan where we are not a participating provider, refer to the above paragraph.

A photocopy of this Assignment shall be considered as effective and valid as the original.

I authorize my doctor to initiate a complaint on my behalf to the Insurance Commissioner for any reason.

### **USUAL AND CUSTOMARY RATES**

Our practice is committed to providing the best treatment for our patients, and we charge what is usual and customary for our area. You are responsible for payment regardless of any insurance company's arbitrary determination of usual and customary rates.

### **PRIVATE PAY**

There is a minimum deposit of \$250.00 (for a general orthopedic physician visit or pain management physician visit) or \$350.00 (for a spine orthopedic physician visit) due upfront for all private pay patients on the initial visit. All deposits must be cash or credit card only – no checks accepted. Due to the bill being your responsibility, should your charges add up to more than your deposit, you will be billed the remaining balance. Should your account become 90 days delinquent, you understand your account will be submitted to a collection agency.

### **MINOR PATIENTS**

The adult accompanying a minor and the parent (or guardians) are responsible for full payment. For unaccompanied minors, non-emergency treatment will be denied unless charges have been pre-authorized to an approved credit plan, VISA / MasterCard / AMEX, or payment by cash or check at the time of service. Minor patients must also have a signed consent form by their parent or guardian in order for our professionals to treat the minor.

### **MISSED APPOINTMENTS**

Unless cancelled at least 24 hours in advance, our policy is to charge for missed appointments at the rate of a normal office visit (subject to extenuating circumstances). Please help us serve you better by keeping scheduled appointments.

### **RETURNED CHECKS**

There will be a \$30.00 service charge on returned checks.

Thank you for understanding our Financial Policy. Please let us know if you have questions or concerns.

By signing below, I am stating I understand and agree to this Financial Policy.

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Signature of Patient or Responsible Party

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Date

**2120 N. MacArthur Blvd., Suite 100, Irving, Texas 75061**  
**Phone (972) 438-4636 • Fax (972) 438-2077 • [www.irvingortho.com](http://www.irvingortho.com)**

Robert E. Bayless, M.D.  
Steven B. Sanders, M.D.  
R. Mills Roberts, M.D.  
John G. Westkaemper, M.D.  
Mark A. Kazewych, M.D.  
Yong T. Pak, M.D.  
John C. Milani, M.D.



Orthopedic Surgery  
Sports Medicine  
Joint Reconstruction  
Fracture Care  
Hand and Upper Extremity Care  
Comprehensive Back & Neck Care  
Open MRI and Bone Densitometer  
Onsite Physical Therapy Clinic

### Member Authorization Form for a Designated Representative to Appeal a Determination

TO: \_\_\_\_\_  
[Your Insurance Carrier's Name]

\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Member Name: \_\_\_\_\_

Member#: \_\_\_\_\_

I hereby authorize Irving Orthopedics & Sports Medicine/Southwest Spine Institute to appeal \_\_\_\_\_'s determination concerning my coverage for medical

[Your Insurance Carrier's Name]

care provided on \_\_\_\_\_ on my behalf, as my Designated

[Date(s) of Service]

Representative, and, as part of the appeal, I hereby authorize \_\_\_\_\_

[Your Insurance Carrier's Name]

to send all decision letters in connection with the processing of my claim and to communicate with my Designated Representative in all aspects of the appeal. I understand that these communications may contain medical and financial information that relates to my appeal.

I understand this information is privileged and confidential and will only be released as specified in this Authorization, or as required or permitted by law. This authorization is valid for a period of one year.

\_\_\_\_\_  
Members or Legal Guardian

\_\_\_\_\_  
Designated Representative Signature

\_\_\_\_\_  
Designated Representative (Print Name)

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**Physician Assistant  
 Consent For Treatment**

This facility has on staff a physician assistant to assist in the delivery of medical care.

A physician assistant is not a doctor. A physician assistant is a graduate of a certified training program and is licensed by the state board. Under the supervision of a physician, a physician assistant can diagnose, treat and monitor common acute and chronic diseases as well as provide health maintenance care.

“Supervision” does not required the constant physical presence of the supervising physician, but rather overseeing the activities of and accepting responsibility for the medical services provided.

A physician assistant may provide such medical services that are within his/her education, training and experience. These services may include, but are not limited to:

- Obtaining histories and performing physical exams
- Ordering and/or performing diagnostic and therapeutic procedures
- Formulating a working diagnosis
- Developing and implementing a treatment plan
- Monitoring the effectiveness of therapeutic interventions
- Assisting at surgery
- Offering counseling and education
- Supplying sample medications and writing prescriptions (where allowed by law)
- Making appropriate referrals

I have read the above, and understand that health care services may be provided by a physician assistant.

I understand that at any time I can request to see the physician.

Name:	Date:
Signature:	Witness (optional):

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## Important Information About Provider/Patient Email

As a patient of a Irving Orthopedics & Sports Medicine (IOSM), Southwest Spine Institute, and Southlake Orthopedics & Sports Medicine you have the right to request we communicate with you by electronic mail (email). It is also your right to be informed in sufficient detail about the risks of communicating via email with your health care provider or office, and how IOSM will use and disclose provider/patient email.

### PLEASE READ THIS INFORMATION CAREFULLY

Email communications are two-way communications. However, responses and replies to emails sent to or received by either you or your health care provider may be hours or days apart. This means that there could be a delay in receiving treatment for an acute condition. If you have an urgent or an emergency situation, you should not rely solely on provider/patient email to request assistance or to describe the urgent or emergency situation. Instead, you should act as though provider/patient email is not available to you – and seek assistance by means consistent with your needs.

Email messages on your computer, your laptop, and/or your PDA have inherent privacy risks – especially when your email access is provided through your employer or when access to your email messages is not password protected.

Unencrypted email provides as much privacy as a postcard. You should not communicate any information with your health care provider that you would not want to be included on a postcard that is sent through the post office.

Email messages may be inadvertently missed. To minimize this risk, IOSM or any of the DBA's will require that you respond appropriately to a test email message before we will allow health information about you to be communicated with you via email. You can also help minimize this risk by using only the email address that you are provided at the successful conclusion of the testing period to communicate with IOSM.

Email is sent at the touch of a button. Once sent, an email message cannot be recalled or cancelled. Errors in transmission, regardless of the sender's caution, can occur. In order to forward or to process and respond to your email, individuals at IOSM other than your health care provider may read your email message. Your email message is not a private communication between you and your treating provider. Neither you nor the person reading your email can see the facial expressions or gestures or hear the voice of the sender. Email can be misinterpreted.

At your health care provider's discretion, your email messages and any and all responses to them may become part of your medical record.

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## Patient Request for Email Communications

**Communications over the Internet and/or using the email system are not encrypted and are inherently insecure. There is no assurance of confidentiality of information when communicated this way.** Nevertheless, you may request that we communicate with you via email. To do so, you must complete this form and return it to Irving Orthopedics & Sports Medicine (IOSM).

**Please be advised that:**

- (1) **This Request applies only to the health care provider or office that you indicate below. If you would like to request to communicate via email with another health care provider or office, you must complete a separate Request for that office.**
- (2) IOSM will not communicate health information that is specially protected under state and federal law (e.g., HIV/AIDS information, substance abuse treatment records information, mental health information) via email even if we agree to communicate with you via email.
- (3) Your Request will not be effective until you receive and respond appropriately to a test email message from IOSM.

Please select the test question you want to use below, and provide us with your answer.

**Please provide the following information:**

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Phone number: \_\_\_\_\_

Address: \_\_\_\_\_

Please specify the email address to which communications should be addressed:

\_\_\_\_\_

Please select the question you want to use (by checking the one of the boxes below) for your test email and provide your answer.

The last four digits of my Social Security Number: \_\_\_\_\_

My mother's maiden name: \_\_\_\_\_

My middle name: \_\_\_\_\_

The street number of my residence: \_\_\_\_\_

**Please initial each blank and sign below:**

\_\_\_\_ I certify the email address provided on this Request is accurate, and that I, or my designee on my behalf, accept full responsibility for messages sent to or from this address.

\_\_\_\_ I have received a copy of the IMPORTANT INFORMATION ABOUT PROVIDER/PATIENT EMAIL form, and I have read and understand it.

\_\_\_\_ I understand and acknowledge that communications over the Internet and/or using the email system are not encrypted and are inherently insecure; that there is no assurance of confidentiality of information when communicated this way.

\_\_\_\_ I understand that all email communications in which I engage may be forwarded to other providers, including providers not associated with IOSM, for purposes of providing treatment to me.

\_\_\_\_ I agree to hold IOSM and individuals associated with it harmless from any and all claims and liabilities arising from or related to this Request to communicate via email.

\_\_\_\_\_  
Signature of patient or personal representative Date \_\_\_\_\_

If personal representative, authority to act on behalf of patient

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## Work Status Forms

Work status forms are a common part of a patient's total care. These forms include disability forms, return to work forms, do not return to work forms, Family Medical Leave Act forms or (FMLA) Worker's Compensation forms, and even light duty forms with work restrictions.

These forms may be different depending on the company. They are legal documents, which can affect the amount of money a patient may or may not receive from their job or their disability insurance. For this reason, and to help minimize errors that could directly affect a patient's job or finances, please be aware of the following policies:

- The doctor will fill out all work status forms in the presence of the patient.  
(Please fill in all patient's sections in advance)
- All work status issues must be addressed face to face with the doctor.
- Please do not leave the office visit without addressing all work status issues and prescription needs.

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Patient Signature

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Date