

## Form Completion Policy

Orthopedic Associates of Lancaster has always offered completion of forms, which are not required by your health insurance, as an added service to our patients. It has been our policy to collect a fee for completing these forms since it does require staff time and supplies to complete them accurately.

As a medical practice, we routinely monitor our fees and protocols to ensure that they are comparable to other medical practices in the area, but also adequate to cover the expenses of continuing to offer such additional services.

When a form is presented for completion, a number of steps are required which takes staff time and office resources. The steps include the following:

1. Someone has to receive the form and reviews it.
2. Someone then reviews the medical record to obtain physician notes and any other information required.
3. The information must be filled out on the specific form presented.
4. Office notes must frequently be copied to accompany the form.
5. There must be documentation made into your patient record that the forms were received, completed and returned.
6. The form is mailed, faxed or prepared for the patient to pick up. Mailing and faxing charges apply in most cases.
7. The form must be scanned and entered into our electronic medical record.

As a result of our review, we find it necessary to change our current policy for completing non health insurance related forms. Beginning immediately, a prepayment will be required prior to our completion of any such forms. The prepayment will be expected at the time the form is presented. If the form is received by fax or mail, you will be contacted and the fee will be requested. The forms will not be completed until the fee has been received.

The prepayment amount will be \$15.00 per form. We appreciate your understanding of these changes.