

Dr. Helbing Allergy & Asthma Associates, Ltd.

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OFFICE POLICIES

OFFICE HOURS AND LOCATIONS: Our office hours are Mondays 9AM-5:30PM and Wednesdays 12PM-5PM in our Springfield office. In Annandale, we are there Tuesdays 9AM-5:45PM, Thursday 9AM-5PM and Saturdays 9AM-12PM. Please check with us to get the most updated injection hour schedule if needed. **We see our patients on scheduled appointments, there is no guaranteed space for walk-ins.**

CANCELLATIONS: This office has a **24-hour cancellation policy**. If you miss your appointment and do not call to cancel your appointment at least 24 hours in advance, **you will be billed a \$50.00 fee**. Patients who repeatedly miss appointments may be asked to seek medical care elsewhere. If you are more than **15 minutes late**, you may have to reschedule.

COPAY AND DEDUCTIBLE: If you owe a co-payment, the co-payment must be made at the time of visit. Please check on deductible balance or concerns before appointment. If deductible not met, some charges may be applied by insurance as patient responsibility.

PAPERWORK: Requests for paperwork or school forms have a \$25 fee and five to seven (5-7) business days to process.

LAB RESULTS: Our office will mail out lab results and may call the patient if needed. If you do not hear from us after one week from the time the lab was done, please call our office.

PATIENT SIGNATURE: _____ DATE: _____