

## **More about Plastic & Hand Surgical Associates**

### **For Your First Appointment**

For patients who have made their first appointment with Plastic & Hand, a questionnaire is included with our mailed brochure. This information is needed prior to your examination and provides your physician with vital information about you. **Please fill out the questionnaire as completely and accurately as possible.** The questions about medications, allergies and prior injuries and operations are particularly important. Please mail the completed questionnaire prior to your first appointment.

### **Appointments**

Our office is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. When you call the office, a receptionist will answer. Please provide her with brief information about your problem so that she can transfer your call to the best person to respond to your questions or provide you with an appointment. If you will be late or cannot keep an appointment, please let us know as soon as possible.

A sincere attempt is made to adhere to our appointment schedule. Because our physicians are asked to respond to emergencies, our schedule can become complicated. We appreciate your understanding at these times. Please feel free to call ahead to make sure your physician is on schedule.

Parking for patients is available in the Plastic & Hand Surgical Associates parking lot.

### **In Case of a Problem or an Emergency**

A physician is accessible by telephone 24 hours a day, seven days a week. When the office is closed, our answering service will take your name and telephone number. The physician on call will telephone you as soon as possible.

In case of an emergency, we are available between 8:00 a.m. and 5:00 p.m. to help you with your problem. You may be asked to come in to the office if it is difficult for your physician to resolve your problem by telephone.

If you need a prescription called in to your pharmacy, please have the pharmacy's telephone number ready for the on-call physician when he or she calls back. It is important that you keep your line free so that the physician can reach you easily. If you have not heard from him or her in a reasonable amount of time, please feel free to call back.

### **Payment Policies**

It may be helpful for you to know about our payment policies before your first visit. Please be prepared to pay for your office visit or co-payment at the time of your appointment. If you do not have insurance coverage, please plan on paying for services at the time of your visit. Because cosmetic surgery is not covered by insurance, we ask that these fees be paid in advance, two weeks prior to surgery. In cases involving litigation and/or motor vehicle accidents, patients are responsible for payment of all fees.

However, our first concern is for your health. If you are having financial difficulties, it is important to let us know so that we can make mutually suitable arrangements. Please ask to speak with our patient coordinator if you have questions or concerns about your individual situation.

### **Insurance**

With your help in providing us with your insurance card, our office will submit claims for services to your insurance provider. Please be aware that most insurance companies pay a set fee for surgery and therefore may not cover the total amount of your surgery. Patients are responsible for any charges remaining after insurance payments are made. Plastic & Hand Surgical Associates participates with many insurance companies. Please call us to find out if we participate with your insurance program.

### **Referrals for Insurance**

Please remember, **it is your responsibility to obtain all necessary referrals prior to your visit,**

including outpatient visit, therapy, surgery and the facility where the procedure will take place.

### **Hospitals**

Our physicians are members of the medical staffs at Maine Medical Center and Mercy Hospital. We can arrange for your care at the appropriate hospital, according to your preference and medical requirements.

### **How Can You Help?**

It is important that you call us if at any time you are having problems or are unsure about your care.