

GENERAL PATIENT INFORMATION & SYRACUSE ENT Policies

HIPAA PRIVACY POLICY: Health Insurance Portability & Accountability Act:

- Health Information Privacy is a Federal law that gives each patient the right over their health information and sets rules and limits on who can look at and receive any patient health information.
- At your first visit to our office, you will be asked to provide your signature acknowledging that you are aware and understand this policy.
- Please click below for additional information regarding HIPAA laws:
- <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/notice.htm>
- Please click for [NOTICE OF PRIVACY PRACTICES UPDATED](#)

WHAT TO BRING TO AN OFFICE VISIT:

ALL PATIENTS: Please bring the following with you to each appointment:

- **Driver's License/Photo ID**
- **Current Insurance Card**
- **Medicine bottles for all current prescriptions; a list of refills needed and a list of over the counter medications to include dose and frequency**
- **Copies of any recent test results and any medical reports that belong with these results and copies of CD's for any imaging done**
- **Information about your medical and/or surgical history**
- **Any insurance forms that would need to be completed**
- **Any questions you may have for the doctor/provider**

RETURNING PATIENTS:

- Please arrive 10 minutes prior to your scheduled appointment so we can update your demographic and insurance information.

NEW PATIENTS:

- Please arrive 15 minutes prior to your scheduled appointment time.
- Please complete the patient information and medical history forms prior to your visit. This may be done in one of three ways:
 1. Patient information can be done through the Syracuse ENT Surgeons Portal also.
 2. When you call to make your appointment, our team member can send out a packet of forms to your home for you to complete at your convenience. Please be sure to bring them with you for your first scheduled appointment.
 3. The needed new patient forms can be found on our website: www.syracuseentsurgeons.com. At the time of your FIRST visit, we ask that you come prepared to present a photo ID that will verify your name and home address.

PAYMENT FOR OFFICE VISITS:

- If your insurance plan requires you to pay a co-payment, co-insurance, and/or a deductible, you will be expected to pay this when you CHECK IN in for your scheduled office visit.
- Payment will also be required for all non-covered services.
- For your convenience, we accept CASH, CHECK, Visa, Master Card, Discover and American Express credit cards. Established patients can also make credit card payment via our "Portal" in Medent or on this website = see Bill Pay Tab at top of page. We also offer Care Credit if you are in need of additional time to pay your bill.

CANCELLATIONS OF SCHEDULED APPOINTMENTS:

- We understand that there are times when things come up and patients may be unable to keep their scheduled appointment time or are going to be delayed. We ask that you please call our office to let us know if this is going to happen.
- **As a courtesy we request that you provide us with 24-hour notice for any appointment cancellations.**