



## **Patient Policies and Procedures**

Our primary objective is to provide comfort, care, and compassion for our patients.

### **Patient Care:**

Advanced P&O will perform a comprehensive assessment of the patient to obtain patients' needs for orthotics/prosthetics. These findings will determine the treatment plan for patient.

### **Patient Scheduling:**

Patients will be scheduled at the earliest available appointment. If possible, walk-in patients will also be seen and advised of the status of their wait time. If the practitioner is not available to see a patient, an appointment will be scheduled.

### **Patient Rights:**

Each Patient will be treated with respect, dignity, and consideration. Each patient has the right to participate in his/her own treatment plan.

### **Education:**

The staff at Advanced P&O will clearly communicate to each patient and or their caregiver, of the recommended treatment plan and any optional plans, including disclosure of potential risks/benefits in orthotic/prosthetic care. This includes patient education of care, use and follow-up.

### **Patient Records:**

Staff at Advanced P&O will demonstrate proper documentation of patient private information, patient history and financial records, using established record taking techniques.

Patient files will be held in compliance with all applicable federal and state laws and regulations and professional and ethical guidelines.

Patient records kept in digital form in Opie Software in a secured server location.



### **Emergency Care:**

In the event of an emergency or after hours, patients can call the main office number where a Practitioner is on call 24/7.

### **Billing:**

Advanced P&O will gladly bill your insurance for services rendered. We will contact your insurance to verify in network status, coverage of services, co-pay, and deductible balance. Each patient will be educated on our billing and payment policies and will be required to sign and date our current payment policy that will be retained in patients' file. Patient will be notified of any fees and changes the patient will be expected to pay, and how to make payments.

### **Collections:**

Patients with an outstanding balance that have not made reasonable attempts to pay off balance will be turned into collections after 180 days.

### **Complaint Resolution:**

Patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone, by a manager within 5 days of complaint being filed. The patient will be informed of this complaint resolution and response within 14 calendar days.

### **Quality Assessment:**

Advanced P&O annually participates in a patient satisfaction assessment program. You may be asked to evaluate the overall performance of the organization and its ability to improve the services it provides. These are used to identify key problematic areas or other opportunities to improve the organization and its services.