
with **MUSC Health**

Last Name

First Name

Middle Initial

Date of Birth

Tribe 513 Practice Policies

We are committed to provide all of our patients with the very best service at each and every visit. In return, we ask that you please read and adhere to the following policies, which pertain to services rendered at all Tribe513 practices and related entities. For a list of Tribe513 practices to whom these policies apply please visit www.tribe513.org.

Tribe513 Late Arrival/ Appointment Cancellation/ Missed Appointment Policies

In order to serve you most effectively, we ask that our patients make every effort to keep their scheduled appointments. However, we know that sometimes life happens and this isn't possible. In those cases, the following apply:

Late Arrivals

We all run late sometimes! Should you find yourself running late for an appointment, please call us immediately to make us aware. In many cases it may be best for both you and the practice to reschedule the appointment for a different date/time, as we cannot guarantee that we will still be able to see late arriving patients that day.

In the event you arrive late for your scheduled appointment and we are still able to see you, please expect to experience a longer wait time than normal as we serve other patients who arrived on time first.

Appointment Cancellations

If an unforeseen circumstance arises and you need to cancel your appointment, please call the office at least 24 hours in advance and your appointment will be rescheduled at no cost. If an appointment is canceled less than 24 hours in advance of your scheduled visit time a **\$25 fee** will be applied to your account.

Missed Appointments

If an unforeseen circumstance arises and you need to cancel your appointment, please call the office at least 24 hours in advance and your appointment will be rescheduled at no cost. If an appointment is canceled less than 24 hours in advance of your scheduled visit time a \$25 fee will be applied to your account.

- **New Patients***

If you are a new, establishing patient and you do show up for your initial visit, there will be a **\$50 fee** that must be paid prior to being able to reschedule with us. Should the rescheduled new patient visit be missed a second time, you will be considered discharged and unable to establish care at an Tribe513 practice.

- **Existing Patients***

There will be a **\$50 fee** added to your account for each missed appointment. Three missed appointments within an 12-month period at the same practice (e.g. Parkside Pediatrics, Brio Primary Care, etc.) will result in eligibility for discharge from all Tribe513 practices.

*Medicaid beneficiaries cannot be charged for missed appointments. A missed appointment is not a distinct reimbursable Medicaid service, but a part of provider's overall costs of doing business. The Medicaid rate covers the cost of doing business, and providers may not impose separate charges on beneficiaries.

Tribe513 Discharge Policy

When a patient is discharged from a Tribe513 practice for any reason, he/she will be unable to establish care, or continue to receive care if already an established patient, at all Tribe513 practices and related entities. This status will only be applied to the unique patient whose account has been closed, and will not affect in any way the status of a family member or relative who has his or her own unique account with any Tribe513 practice or related entity. In the event of a discharge, you will receive notification that you have 30 days to find alternative medical care, subject to practice specific exceptions pertaining to emergencies, medication refills, etc., which will be communicated in your discharge notice.

Referrals Policy

Our referrals department will follow up with the specialist office. If the referral is not fulfilled within 6 months the referral may be closed. Once the referral is closed an office visit may be required to receive a new referral.

Signature of Patient/Legal Representative

Date

Print Name of Patient/Legal Representative

Relationship to Patient