



Office Policies & Procedures for Our Patients

Office Hours

Monday–Thursday: 8:00 AM – 8:30 PM

Friday: 8:00 AM – 3:30 PM

Saturday: 8:30 AM – 12:30 PM (sick appointments only)

We may be reached at 215-855-1054 during the above hours. Our providers are available 24/7 for urgent medical issues. Call our main number and follow the prompts. Please call during regular office hours for appointments, test results, prescription refills, and non-urgent concerns.

Call Us First!

If you are considering going to an Urgent Care facility, **please call us first** whenever possible.

Emergency Room examples (for life-threatening emergencies):

- Severe chest pain
- Unconsciousness
- Severe shortness of breath
- Major injury or trauma

Non-emergency examples:

- Cough or congestion
 - Sore throat
 - Rash
 - Ear pain
 - Diarrhea or vomiting
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Appointments

Scheduling Appointments

Green and Seidner Family Practice is committed to providing timely, high-quality care. To ensure continued care, we encourage patients to schedule follow-up appointments in advance (including during checkout).

When calling for an appointment, please be ready to provide:

- Your name
- Date of birth
- Telephone number
- Reason for your visit
- Updated contact and insurance information

While we schedule responsibly, emergencies can occur in Primary Care. We kindly request your patience should delays or rescheduling become necessary.

To ensure quality care, we cannot treat patients we have not yet seen (e.g., no prescription call-ins or medical advice prior to an initial visit). Follow-up visits may be required to review testing results and develop an appropriate care plan.

We are usually able to accommodate same-day sick appointments, though these may not always be with your primary care provider.

Arriving for Appointments

Please arrive 15 minutes prior to your scheduled appointment. Late arrivals (15 minutes or more) may need to be rescheduled. Bring your photo ID, insurance card, updated medication list, test results, and co-pay.

Thank you for entrusting your medical care to Green & Seidner Family Practice. When you schedule an appointment, we reserve dedicated time to provide you with the highest quality care. Keeping your appointments or notifying us in advance if you cannot attend allows us to serve all our patients effectively.

Cancellations and Rescheduling

If you need to cancel or reschedule an appointment, please contact us as soon as possible, ideally at least 24 hours before your scheduled appointment. This allows us to offer the appointment to another patient who may be waiting.

No-Show or Late Cancellation

- A no-show occurs when you fail to attend a scheduled appointment without providing at least 24 hours' notice.
- A late cancellation occurs when you notify us less than 24 hours before your appointment.
- Fee: A \$40 administrative fee may be charged for no-shows or late cancellations to help cover the cost of the missed appointment and the lost opportunity to accommodate other patients.
- Consequences: Multiple no-shows or late cancellations may result in dismissal from the practice at the discretion of your provider.

Late Arrival

- Patients arriving more than 15 minutes past their scheduled appointment time may need to be rescheduled.
- Late arrivals disrupt the schedule and may prevent providers from giving you and other patients the time and attention required for high-quality care.

Exceptions

We understand that emergencies and unforeseen circumstances can occur. Exceptions may be made on a case-by-case basis at the discretion of the practice. Please contact us as soon as possible if such a situation arises.

Fees

- These fees are not reimbursable by insurance.
- You will be billed directly, and payment is expected at or before your next scheduled appointment.

This policy helps us optimize access to care for all patients. We appreciate your understanding and cooperation in helping us provide timely, high-quality care to everyone in our practice.

Office Closings Due to Weather or Other Circumstances

If the office is closed due to weather or other unforeseen circumstances:

- If the office is open and aware of an upcoming closure, we will attempt to contact scheduled patients by phone.
 - During inclement weather, please call before leaving home to confirm we are open.
 - When possible, closure updates will be posted through Patient Portal and on our Facebook page.
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Insurance & Billing Questions

Green and Seidner Family Practice accept most major insurance plans. For specific coverage questions, please contact your insurance company directly.

Claims

Your insurance policy is a contract between you and your insurer. Knowing your benefits is your responsibility.

If your plan requires selecting a primary care provider, you must do this **before your visit** to ensure coverage.

Insurance Cards

All patients must provide up-to-date, valid insurance information at each visit. If insurance is expired or invalid, you will be financially responsible for all charges. Failure to bring your insurance card may delay your appointment.

PLEASE NOTE:

Although your routine visit may be covered by your insurance plan, any additional medical problems discussed and addressed during your appointment may require an additional fee which is determined by your insurance company, such as co-pays and deductibles, and therefore a scheduled Preventative Care Visit, such as your Annual Wellness Visit, may not be covered in full by your insurance.

Payments

- Co-pays are due at the time of service. A \$15 fee may be added if not paid that day.
- Deductibles: You are responsible for charges until your deductible is met.
- Non-covered services: Because coverage varies widely, it is your responsibility to know which services your plan covers. Non-covered charges are the patient's financial responsibility.
- Self-pay patients must pay at the time of service unless arrangements have been made with our billing department in advance.
- We accept cash, personal checks, Visa, MasterCard, Discover, Debit, and HSA cards.
- Returned checks incur a \$35 fee, payable by cash or credit card.
- Statements are due upon receipt. Accounts in poor standing may be referred to a third-party collection agency.
- Patients currently in collections may be asked to find another provider, at the practice's discretion.
- If you have extenuating circumstances, please contact our billing department.

Laboratory

For established patients, laboratory orders may be created for completion prior to your appointment when appropriate. Completing your labs before your visit allows for a meaningful discussion of results with your provider, enabling you to review findings and plan your care together.

It is your responsibility to:

- Inform the staff which laboratory your insurance requires,
- Notify us of any changes in insurance coverage before labs are completed, and
- Ensure the laboratory is in-network and covered by your insurance.

Laboratory Billing Responsibility

You understand that Green & Seidner Family Practice is not responsible for any charges or outstanding bills from external laboratories. You acknowledge that it is your responsibility to:

- Know which laboratory services your insurance plan covers and any frequency limitations,
- Use laboratories that are acceptable and in-network for your insurance, and
- Complete labs prior to your visit to allow a meaningful discussion of results with your provider.

You understand that the practice may assist with communication or corrections only when supported by accurate documentation. You acknowledge that the practice cannot change, alter, or create information to obtain insurance coverage or payment.

For questions regarding lab billing, you should contact the Clinical Supervisor.

Test Results

Most lab and imaging results are available within 3–5 business days. Some tests (e.g., Lyme, stool studies, cultures, MRIs, CT scans) require more time.

Some results may require an office visit for review.

We only contact patients regarding tests ordered by our practice. For tests ordered elsewhere, please contact the ordering provider.

Forms & Letters

Please allow 7 business days for completion of forms and letters. “Rush” forms (needed sooner than 7 business days) incur an additional \$10 fee.

Fees for forms not completed during a visit:

- FMLA: \$35
- Disability Forms: \$30
- Handicap Placard: \$10
- School/Camp/Sports Forms: \$20
- Life Insurance Forms: \$30
- Wellness Screening: \$10
- Adoption/Foster Care: \$20
- Driver License/Permit Forms: \$10
- Letters (Jury Duty, Return to Work, Accommodations, etc.): \$10
- Other Forms: \$10 per page

Payment is required prior to completion.

These fees reflect administrative and provider time required.

Prescription Refills & Pharmacy Information

- Notify us of your preferred pharmacy and any changes.
 - Contact your pharmacy first for refill requests.
 - Please allow three business days for refills.
 - Refills may also be requested through MyChart.
 - We encourage reviewing medication needs ahead of your appointments.
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Referrals / Pre-Certifications

If your insurance requires a referral, you must ensure it is completed before seeing a specialist. Failure to do so may result in out-of-pocket charges.

If requesting a referral for a new concern we have not evaluated, an office visit may be required.

Please notify our office at least 5 business days before your specialist appointment.

Transferring of Care

Patients who choose to leave the practice for reasons other than relocation or an insurance change may not re-enroll in the future.

A strong, trusting patient–provider relationship is essential for effective care. Leaving a practice often indicates a loss of trust and disrupts the therapeutic relationship, which can negatively affect care quality and outcomes.

Before making this decision, if you feel disconnected from your provider or feel misaligned, we strongly encourage you to schedule an appointment with another clinician within GSFP. Sometimes the right fit comes down to personality, and we want you to feel comfortable and supported.

If frustrations arise with scheduling, billing, or office processes, please reach out to our office manager so we may attempt to resolve concerns before you choose to leave.

If you ultimately decide to transfer care, we wish you the best in your future health.

Confidentiality & Medical Records

In accordance with HIPAA regulations, medical records must be requested in writing. A release-of-information form must be completed before records can be provided.

A paper copy of records is available for \$30. By law, requests may take up to 30 days, though we make every effort to respond sooner.

Patient Portal: MyChart

We strongly encourage activation and use of MyChart, which allows you to:

- Communicate with our office
- Request, schedule, or cancel appointments
- Update medications
- Request refills
- Request referrals
- Review lab and test results

New patients will receive activation instructions.

Code of Conduct

At GSFP, we are committed to maintaining a safe, respectful environment for both patients and staff.

Our team members will never yell, scream, degrade, demean, use profanity, or threaten violence. Any employee who engages in such behavior will be subject to review and appropriate disciplinary action following a thorough investigation.

The same standards apply to our patients. Aggressive, abusive, or threatening behavior toward staff or other patients will not be tolerated. Any incident will be investigated, and appropriate action—including possible dismissal from the practice—may be taken based on the findings.

Respect is essential to a safe and supportive healthcare environment. We expect every interaction in our practice to be grounded in this value.

We are here to assist you with any questions, concerns, or comments. Our goal is to make your experience with our practice as comfortable and efficient as possible.

Thank you for choosing Green and Seidner Family Practice Associates.



Green and Seidner
Family Practice Associates, P.C.

Patient Acknowledgment & Receipt Form

By signing below, you acknowledge that you have received, reviewed, and understand the Green & Seidner Family Practice Associates Office Policies & Procedures for Patients, including your responsibilities related to appointments, billing, insurance, and laboratory services.

You understand that:

- You are responsible for knowing which laboratory services your insurance covers, any frequency limitations, and which laboratories are in-network.
- Green & Seidner Family Practice is not responsible for charges or outstanding bills from external laboratories.
- Completing labs prior to your visit allows for a meaningful discussion of results with your provider.
- The practice may assist with communication or corrections only when supported by accurate documentation.
- The practice cannot change, alter, or create information to obtain insurance coverage or payment.

Printed Name: _____ DOB: _____

Patient Signature: _____ Date: _____

OR

Patient Representative Signature: _____ Date: _____

Printed Name & Relationship: _____