Office Policies

Thank you for choosing Abbeville Urology as your urologic specialist. We are committed to providing the finest personalized and professional care possible to our patients and hope the following information will help you answer some of your questions and help you understand how our office operates.

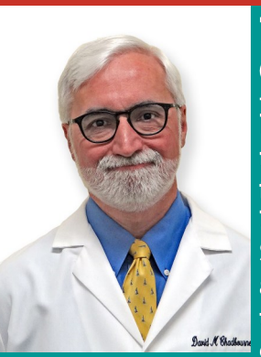
Office Hours

Monday through Thursday
8:00 am to 5:00 pm
Phones are answered from
8:30 am to 4:45 pm

Scheduling Appointments

Appointments can be scheduled by phone or in person at the office. If lab tests are required, please mention this when you schedule your appointment.

We ask that all returning patients arrive 15 minutes before their scheduled time. All new patients should arrive 30 minutes prior to their appointment.



David Chadbourne, MD

Dr. Chadbourne earned is his medical degree from the Northwestern University Medical School in Chicago and accomplished his training at the University of Chicago. He is Board Certified in Urology.

Patients arriving more than 10 minutes late for their appointment will be rescheduled. Please contact the office ahead of time if you can not make your appointment time.

Cancellations & Missed Appointments

Our goal is to provide quality, individualized medical care in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

Appointment Cancellations
In order to be respectful of the medical needs of other patients, please be courteous and call Abbeville Urology promptly if you are unable to come for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the opportunity to have access to medical care.

How to Cancel Your Appointment
To cancel appointments, please call Abbeville Urology (864) 366-6060. If you do not reach the receptionist you may leave a detailed message including the patients name and date of birth on the voice mail. If you would like to reschedule your appointment, please leave your phone number. We will return your call and schedule an appointment for you.

Late Cancellations: A late cancellation is when a patient fails to cancel their scheduled appointment with a 24-hour advance notice.

No Show Policy
A "no-show" is someone who misses an appointment without canceling it. Failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show".

A patient who fails to present for his or her scheduled appointment more than three times without the requested advanced notification can be dismissed from the Practice.

After Hours

Prescription refills, appointment scheduling, and lab/test results should be handled during routine office hours.

If you have a life-threatening emergency, call 911 or immediately go to the nearest emergency room.

We recommend Abbeville Area Medical Center at 420 Thomson Circle, Abbeville, SC 29620, telephone number: (864) 366-5011 for minor emergencies when we are not available for you.

Ashleigh Leopard, MSN, FNP-C

Ashley received her Bachelor of Science in nursing from Lander University and a Master of Science in Nursing/Family Nurse Practitioner degree from South University in Savannah, Georgia. She has extensive nursing experience in a hospital setting and has a special interest in treating urology patients.

Payment

Payment will be requested at the time of service for all services which are non-covered or determined to be the patient's responsibility, including co-payments and deductibles as well as any outstanding balances owed to any entity of Abbeville Area Medical Center. You may be asked to reschedule your appointment if you do not have your co-payment. Methods of payment accepted include cash, debit, and all credit cards.

Insurance Claims/Billing

We participate with most major insurance carriers. As a courtesy to our patients, Abbeville Urology will file insurance claims with your health insurance carrier. ***We do not accept Third Party Liability Claims.*** In the case of a Third Party Liability Claim,

the patient will be responsible for paying for services when they are rendered. If the patient fails to provide us with all of the correct information, they are financially responsible for the office visit charges. Please remember, any amount not covered by insurance, verifying the network status of your physician, and knowing/understanding the benefits of your health insurance policy is ultimately the patient's responsibility. If you have any questions concerning which insurance companies we participate with please contact Abbeville Urology to confirm that we are still participating with your insurance provider.

The agreement of the insurance carrier to pay for medical care is a contract between you and your insurance company. Any amount not covered by your insurance company is your financial responsibility. This includes co-payment, co-insurance and deductibles.

Medication Refills

Patients may be given (with some exceptions) medication prescription refills for six to twelve months at a time.

We do not manage long-term chronic pain, as chronic pain patients should be cared for by a Pain Management specialist.

Refills requested at any time other than at your appointment will be handled on a case by case basis and require 24 to 48 hours to be completed. Please notify the physician at your appointment if you need refills.

Please take the "no refill" message on the prescription bottle as a reminder to schedule your next office visit. Please understand that this policy is for your safety and best interests. We care enough to ensure that you are being treated properly with ongoing medical care.

NEW PATIENTS: Under no circumstances will our office refill medications without being seen by our provider first.

Referrals

When your provider suggests a specialist evaluation or diagnostic testing that requires a referral, we will make every effort to provide this for you as soon as possible. Some referrals require insurance preauthorization and cannot be processed immediately. Insurance guidelines prohibit us from backdating referrals. Our Referral Coordinator will be contacting you within 1 to 2 business days to inform you of the referral process.

Medical Forms

There will be a fee of $25.00 charged for filing out a variety of health related forms. Forms cannot be filled out while you wait. We need 48 hours to fill out most forms.

The patient portion of the form should be filled out before being submitted to the physician for completion.

Once your form is completed, you will receive a call that will notify you when to pick up your form. We will also be glad to fax your form if you paid in full when the form was submitted and we have the correct fax number.

MAR 3507
7/25/2016

Practice Information for Patients

ABBEVILLE AREA
PHYSICIAN NETWORK
UROLOGY

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