

Miscellaneous Charges Policy

(Rev 10/8/13)

1. Returned Checks

Returned checks cost money and time. Patients will be charged a \$25 fee for each returned check.

Patients should also be advised that Galbraith Family Medicine, LLC, participates with ReSubmit It, a company that makes additional attempts to collect the money from the bounced check by re-submitting to the patient's bank in an attempt to capture the funds when available. ReSubmit It charges a fee for this service directly to the patient.

2. No Show

No show appointments cost revenue and prevent the use of that appointment slot for another patient. A no show occurs if a patient fails to come to a scheduled appointment and does not call in advance to cancel the appointment. Patients who no show after receiving at least two warning letters will be charged \$30 for each no show appointment, pending physician approval.

3. Paperwork

Detailed forms requiring physician time to complete remove the physician from direct patient care. The completion of any form that is not an integral part of the visit will be charged \$25 for the first 2 sides of a page and \$5 for each additional side.

4. Copying Records

Copying records requires office resources and staff time. Anyone requesting records that need to be copied for anything other than direct patient care will be charged for the staff time and supplies needed to copy the records. This does not include records copied and sent to another provider for patient care purposes or patient transfer of records if the records are sent directly to the new provider. This DOES include records copied for disability applications, records requested by a lawyer, and records requested by patients for their own use. The charge rate is set in accordance with Maine law, effective October 8, 2013, at \$5 for the first page and \$0.45 for each additional page to a maximum of \$250.

Records in electronic format, where possible, will be placed on disc. The charge for this is based on the staff time required to copy the data, or \$25 for the first 30 minutes and \$10 for each additional 15 minutes required for data transfer thereafter. If the disc is to be mailed there is an additional charge of \$15 for shipping and handling.