

Steven K. Sterzer, M.D., Inc.
24 Hanover Lane, Suite A
Chico, CA 95973
(530) 895-0428 / (530) 895-0258 fax

Office Policies

Communication is a fundamental key between doctor and patient. It is important that patients be made aware of office policies regarding fees and services. Patients are always encouraged to discuss any issues needing clarification or explanation.

INSURANCE/BILLING: We are happy to bill your insurance company for you. Co-payments are due at the time of your appointment. There will be a \$5.00 service fee added to your account in the event that you need to be billed for your co-pay. Please note that any insurance is a contract between you and the insurance company. If your insurance company does not pay for particular services, you are ultimately responsible. It is your responsibility to know what your insurance does or does not cover.

You may be billed for balances due. Any balance exceeding 90 days may have 18% interest applied. If you need to make payment arrangements, please do not hesitate to contact our accounts receivable manager.

LATE CANCELLATIONS AND MISSED APPOINTMENTS: Your appointment time has been reserved for you. If you must cancel an appointment, please let our office know as soon as possible. We do have a 24-hour answering service that can take your message with a date/time stamp if you need to call during non-business hours. A \$40.00 fee will be charged if an appointment is not canceled 24-hours in advance or if you neglect to show up for your scheduled appointment. Insurance cannot be billed for your missed appointment or late cancellation; you will be responsible for the fee.

CONSULTATIVE REPORTS AND FORMS: As a courtesy, we will send a report to the physician who referred you. Medical records will only be sent to other physicians at your request.

For a variety of reasons, you may need to request the completion of particular reports or forms. These forms will be handled on an individual basis and a fee may be required depending on the length and complexity of each form. If you request the completion of any forms you will be apprised of the fee before they are completed. Insurance does not cover this service and payment is due upon completion of the reports/forms.

TELEPHONE CALLS: You may reach the office during business hours at (530) 895-0428. Please feel free to leave detailed questions or concerns with the office staff so that your message can be relayed to Dr. Sterzer.

If you need to reach us during non-business hours, you may leave non-urgent messages with our 24-hour call service.

For emergencies during non-business hours, please contact or go to your nearest urgent care facility or emergency room. There is always a urologist on-call for Enloe's Emergency Room.

To be certain that you have read and understand our policies, please sign and date this form on the line provided. You will be given a copy of this form at your request.

Signature: _____ Date: _____