



Orthopedic & Sports Medicine Center Credit Card Installment Plan

Due to an increase in the number of patients who have high deductible health insurance plans or health savings accounts, the percent of total healthcare bills that must be paid by our patients has grown significantly. Because of this, we now request that every patient provide us with credit card information as part of our patient registration process. We are making this request to help facilitate the collections process of any balances that may become your responsibility.

Our request is similar to many other industries that require credit card information prior to accessing services. It enables customers to set appointments, access services, and settle accounts in an expeditious manner. This process is becoming commonplace in healthcare facilities, including many in our community.

We want you to understand that while we are requesting this information in advance of your care, we have no intention of charging your credit card or bank account without your knowledge. In all cases, you will be sent at least one statement before being charged, and in some cases you may receive a phone call as well. In addition, nothing will be charged to you until we have received payment or an explanation of benefits from your insurance company. We will only charge your credit card as instructed by you on our "Credit Card Installment Plan" form included in this new patient packet.

We hope you understand our need to implement policies that enable us to more effectively and efficiently settle balances with our patients. We are also open to working with you should any financial issues arise that make payment of your account difficult.

July 27, 2010

