

NEUROSURGEONS for kids

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PRACTICE POLICY FOR UNASSIGNED/DISCHARGED PATIENTS

Every effort will be made to assist every patient possible. However, guidelines must be created for patients to have proper expectations and for the practice to achieve those expectations.

For unassigned patients referred to the out-patient office:

1. Every effort will be made to facilitate patient care and for the patient to be seen as soon as possible. In the event that this office does not participate with the patient's insurance, the patient will be so informed and given the option of proceeding on a cash basis.
2. Please understand that federal guidelines define new patients as those not seen by the practice for >3 years.

For unassigned patients referred from a hospital for in-hospital management:

1. Every effort will be made to facilitate patient care and for the patient to be seen as soon as possible. When this practice is on emergency room call, they will see every patient emergently referred within 30 minutes of notification.
2. This practice will continue to assist in every patient possible. However, patients will be considered unassigned if they have not been seen by the practice in >12 months, or if they have failed to follow-up within 12 months of their recommended follow-up, whichever is longer.
 - a. Please understand that unassigned patients are not considered patients of this practice and may therefore be seen by the physician on call for the hospital in which they are present.
 - b. It is the responsibility of the patient to maintain appropriate follow-up.
 - c. It is the responsibility of the practice/MD to communicate proper follow-up and expectations.

Thank you very much for helping us maintain the highest quality care in this practice.

Respectfully,

Eric R Trumble, MD