



5879 Snyder Dr. Lockport, New York 14094

(P) 716-433-8751 (F) 716-433-8792

Michele Potempa, MD

Charlene Conley, FNP

Elisabeth Allen, FNP-BC

Melanie Leberman, RPA-C

Office Policies

Thank you for choosing Trinity Medical WNY, PC! We are committed to the success of your medical treatment and care.

Below you will find a number of offices policies that we find are the subject of frequently asked questions. These policies are frequently enforced and we feel that by defining them there will be less confusion in the future.

APPOINTMENTS:

1. Every effort will be made to accommodate a patient with the appointment time they wish, but this office does reserve the right to operate within its normal business parameters.
2. Trinity Medical WNY, PC is a group practice comprised of physicians and mid-level providers. It is our expectation that ALL PATIENTS willingly agree to be treated by all providers in our practice, based on provider availability and medical need. This is vital to ensure proper and expedient medical care. If you are unwilling to follow this policy, you may be asked to establish with a practice that better meets your needs and expectations.
3. This office provides equal access for all patients accepted into the practice, regardless of insurance status.
4. Physical appointments take more time than problem focused office visits. We ask that you please schedule your physical well in advance.
5. Patients will be called and reminded of their appointments, if you wish to not be called, please note this with the Receptionist.
6. Please bring an updated list of your medications to each office visit or at least the bottles of medications for us so that we may maintain the most up to date information.
7. Please call to cancel an appointment 24 hours before the appointment. This office does take into consideration emergencies, but we would like to fill the time with another patient visit if possible.
8. If you are more than 10 minutes late for an appointment, you may be asked to reschedule
9. If you appointment has been confirmed with you and you do not show up for the appointment you **will be assessed a \$50 fee**. Payment of this fee is expected at the time of your next visit.
10. Multiple, repeated missed appointments will result in being DISCHARGED from this practice. You will be notified by a certified letter.

PAYMENTS:

1. Your co-payment is expected at the time of the visit.
2. This office accepts cash, Money Order, Checks, VISA and MasterCard for payment.
3. This office participates with many insurance companies and will therefore bill your insurance for you. If you are not sure if we participate with your insurance, please ask the staff.
4. Once we receive information from your insurance company, we will forward the bill to the patient, according to what we are directed by the insurance company.
5. Trinity Medical WNY, PC does not participate with Worker's Compensation. But we are able to refer you to a medical provider that will be able to handle your Worker's Compensation Care.
6. After 60 days of non-payment, your account will become delinquent and a \$5 surcharge will be added to your account.
7. This office does offer payment plans. Please contact our billing department at (716) 433-8751 to set up a plan that fits your budget.
8. Non-payment of balance or breach of contract on a payment plan is grounds for DISCHARGE from this practice.



5879 Snyder Dr. Lockport, New York 14094

(P) 716-433-8751 (F) 716-433-8792

Michele Potempa, MD

Elisabeth Allen, FNP-BC

Charlene Conley, FNP

Melanie Leberman, RPA-C

PRESCRIPTIONS:

1. **This office asks for 24-48 hours to fulfill any prescription requests and 72 hours for NYS controlled medication requests.**
2. Trinity Medical WNY, PC does refer out to other physicians for pain management and behavioral health medications.
3. When calling in/leaving a message for prescription refills, please state your full name, the name of the drug, the dose you are taking and the pharmacy you would like to use for that prescription.
4. This office does not replace stolen or lost prescriptions.

OTHER POLICIES:

1. If you need medical care when our office is closed, please go to the closest Emergency Department, Urgent Care Center, or call our answering service at (716) 433-8751 to be connected with a covering physician.
2. A parent or legal guardian must accompany a minor child for office visits. If they are not able to bring the child into the office visit, parent/legal guardian must send a note giving permission to another adult to give medical consent for treatment.
3. Please do not leave children unattended in the waiting room.
4. Please respect the privacy of other patients.
5. This office scans your insurance card and requires a photo in our computer system. If you are uncomfortable with that, please let the Receptionist know.
6. This office reserves the right to charge for the release of medical records in accordance with New York State at a charge of \$0.75 per page copied.
7. Please give this office 2-3 days to fill out ANY forms, including, but not limited to: School health forms, Camp forms, Disability forms, Employment forms, Social Security forms, etc.
8. For School Health Forms, including college forms, the child MUST have had a Well Child Check within the last 12 months in order for us to be able to complete the form. Please be sure to keep visits up to date.
9. The providers of Trinity Medical WNY, PC only work out of this office. If you become an inpatient at the hospital, another physician will be in charge of your care, in coordination with your providers at Trinity Medical WNY, PC.
10. This office does have a telephone system to assist us with a large amount of telephone calls. Please have patience and leave your message with the appropriate party to have your request processed quickly and efficiently.
11. Telephone messages left in the last hour of the day may not be addressed until the following business day.
12. Trinity Medical WNY, PC reserves the right to discharge patients from this practice at the discretion of the group, in accordance with office policy, as well as New York State and Federal laws.



5879 Snyder Dr. Lockport, New York 14094

(P) 716-433-8751 (F) 716-433-8792

Michele Potempa, MD
Charlene Conley, FNP

Elisabeth Allen, FNP-BC
Melanie Leberman, RPA-C

EXPLANATION OF FEES

Your fee for services provided in this office includes your time spent with the doctor or physician's assistant, as well as the complexity of your problem and any further treatment or procedures that may be provided at the same time. Please keep in mind that the cost for your visit also covers:

- *Creation of a permanent medical record
- *Review of all laboratory testing
- *Review of current and prior x-ray reports
- *Review of consultation reports from other physicians
- *Follow up telephone calls
- *Referral letters to specialists recommended by the doctor
- *Patient educational materials and medication samples, when available
- *Any research done by the doctor and staff regarding your case
- *Staff assistance regarding your visit
- *Arranging and coordinating testing
- *Calls to and from pharmacies
- *Insurance forms: Prior Authorizations, Disability Forms, Life Insurance Forms, etc.
- *Insurance reports: Health claims, Quality of Care reports, etc.
- *Discussions with insurance companies regarding care
- *Review and management of records coming from hospital stays or ER visits
- *Letters of necessity for medical services or medical equipment
- *Other required insurance reports due to contracting
- *Home Health Care and Nursing Facility orders
- *Other reports and forms for schools, work excuses, jury duty, Health Department, etc.

Keep in mind that the fees also help to pay for:

- *Staff wages
- *Utility bills
- *Insurance premiums
- *Facility Mortgage
- *Taxes
- *In-house Medical Supplies, Equipment and Furnishings
- *Office Supplies
- *Computer Equipment

Thank you for your understanding in these matters.

Thank you for choosing Trinity Medical WNY, PC.