



ARIZONA PROSTHETIC ORTHOTIC SERVICES

COMPANY RELATIONSHIP POLICY

WELCOME

We want you to know that we are dedicated to providing you with the best care possible. Our staff and technical personnel operate as a team and we take great pride in our training, knowledge and capabilities. The best care is based on a friendly and mutual understanding among staff, practitioner and patient. If any problems or questions arise, do not hesitate to bring them to our attention immediately.

Thank you for choosing Arizona Prosthetic Orthotic Services for your orthotic and/or prosthetic needs.

Our Mission Statement

Arizona Prosthetic Orthotic Services

Is committed to respect those whom we serve as persons of dignity and worth, regardless of race, creed, or social status." Shall strive to fulfill or surpass established levels of excellence in both the art and science of patient care." Shall seek a unique quality of professional relationship between staff and patients." Shall selectively pursue the highest standards of technical excellence appropriate to the needs of our communities." Shall seek involvement in innovative organizational forms of patient care." Shall seek to operate as a private voluntary health care organization under the direction of a dedicated governing body and professional health care givers." Shall seek to provide an environment for maximum effectiveness and satisfaction of its medical staff and employees." Shall seek to be a strong, cost-effective organization" Will participate in and carry on research and educational activities supportive of the mission." Shall seek relationships with other community health care providers as appropriate to the accomplishment of this mission" Shall seek opportunities of service unique to its geographically centered urban location.

OFFICE HOURS AND TELEPHONE CALLS

Regular office hours are 8:30 a.m. to 5:00 p.m. Monday~Friday by appointment. For emergency and hospital calls we provide on-call service 24 hours a day, 7 days a week. We strongly believe in the value of your time and we will do our best to keep you from waiting. We appreciate 24 hour notice if you need to change your appointment. Our administrative staff tends to all incoming calls. This allows practitioners to attend to their scheduled patients with a minimum of interruptions. If you should find it necessary to contact a practitioner after hours, you can leave a message on the voice mail and your call will be returned promptly.

FEES AND PAYMENT

We make every effort to keep the cost of your medical care reasonable. Payments for non-covered items must be paid up front before delivery of the product unless other financial arrangements have been made. For your convenience we accept MasterCard®, Visa®, cash, and personal checks. Prescribed and custom-made appliances take time to properly manufacture. Therefore it may take additional visits in order to insure each appliance functions to its potential. To protect you and to comply with state law, **NO REFUNDS** will be permitted for prescribed or custom-made prosthetic /orthotic appliances.

INSURANCE POLICY

If you have health insurance, please note that this is an agreement between you and your carrier. We will submit your claim to insurance, based upon the type of coverage you have, for reimbursement. Ultimately you are responsible for the services provided and the fees incurred. It is our policy to charge our patient and their insurance in a fair and consistent manner. Our fees are set at usual and customary rates for this purpose.

I acknowledge receipt of the above mentioned policies and understand that I am financially responsible for all services.

Signature

Date