



LESLIE MURPHY, M.D.

4774 Munson Street, Suite 103

Canton, Ohio 44718

Phone: 330-966-6701 Fax: 330-966-6702

Welcome to our Practice!

We are pleased that you have chosen us as your Family Medicine Practice. We are committed to providing you with the quality, comfortable, respectful care that you deserve. Below are our office and financial policies. Please review it, if you have any questions please feel free to ask us. Once you have reviewed our policies please sign in the space provided. You will be provided a copy upon your request.

Phones- Our office is open from 8:30 a.m. through 4:00 p.m. Monday, Tuesday, Thursday and Friday and Wednesday from 8:30 – 12:00 with some days offering extended hours. The office does close daily from 12:00 noon until 1:00 p.m. for lunch.

Emergencies- Our practice has full-time coverage for patient emergencies that may occur after hours. If a problem arises during a time when the office is closed simply call 330-966-6701 and have the physician paged. Your call will be returned in a timely manner. **Please note that prescription refills, referrals and appointments are not considered emergencies and will not be done after hours.**

Prescriptions- All prescription refill requests should be made during office hours. Once the physician reviews your medical record and approves your refill it will be called or sent electronically to your pharmacy. **Please allow 48 hours for a refill request to be completed. Prescriptions will not be called in after hours or on the weekend.**

Referrals-Referrals to other physicians or diagnostic facilities can take up to 72 hours for our office to process. Often prior authorization is needed by insurance companies and it takes time to receive an authorization back. If a referral was discussed with your physician and you have not received any information from either office within 1 week please call the office.

Test Results- Should you have laboratory work or other diagnostic testing done through our office you will be notified of the results as soon as they are available. All results are reviewed by the physician. You will then receive a call from the nurse explaining your results and the need for further treatment if indicated. *** If you do not hear from us after 1 week please call the office.**

Record Release- It takes our office 10 days to process records requests. Records will be released to any physician that you have been referred to as a courtesy for follow-up care. There is a charge for personal record release requests. The fee recommendations set forth by the American Medical Association are:
\$2.98 for the first 10 pages, .62 cents for pages (11-50), .26 cents per page for pages number more than (50).

With respect to data recorded on something other than paper, the new maximum charge is \$1.87 per page. If a request is made other than by the patient or patient's representative, total cost for all copies and all services related to those copies shall not exceed the sum of the following:

An initial fee, which compensates for the record search \$18.34, \$1.20 per page for the first (10) pages, .62 cents for pages (11-50) and .26 cents for pages numbering more than (50). Records will be released with your authorization and maintaining compliance with Federal & State laws.

Forms Completion- Our office charges \$20.00 for the completion of forms for purposes other than billing submission, (i.e. Utility disconnects forms, disability forms, life insurance forms etc.,).



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Insurance and Payment policy

Insurance Verification- *We ask that you provide us a copy of your insurance card with each visit.* If you fail to provide us with the correct insurance information at each visit, you may be responsible for payment of all services provided.

We are contracted with most insurance plans. If you are not insured by a plan that we are contracted with payment in full is expected at the time of service. Your health insurance contract is between you and your insurance company. Knowing your insurance benefits is your responsibility. Any questions or complaints regarding your coverage should be directed to your insurance carrier.

Lab- If your insurance requires that you use a specific lab to process your specimens it is your responsibility to inform the nurse before you leave to ensure your specimen is processed accordingly. Failure to inform us could result in uncovered services by your insurance carrier.

Co-Payments- Your insurance company requires us to collect co-payments at the time of service. Waiver of co-payments may constitute fraud under state and federal law. Please help us in upholding the law by paying your co-payment at each visit.

Non-Covered Services- Please be aware that some or all of the services you receive may be non-covered or not considered necessary by your insurer. You must pay for these services in full at the time of your visit.

Claims Submission- We submit your claims as a courtesy to you. We will assist you in any way reasonable to help get your claims paid. Your insurance company may request you to supply certain information directly to them. It is your responsibility to comply with their request.

Account Balances- All accounts with a balance over 90 days may be referred to our collection agency for assistance with collecting payment for services provided to you.

Appointments- If you are unable to keep your appointment it is necessary for you to call the office and cancel your appointment. We require that you call at least 24 hours in advance and calling early in the day is appreciated. Appointments are in high demand and your early call cancellation will give another person the possibility to have access to timely medical care. Late cancellations and failure to cancel will be considered a "Missed Appointment". Your first missed appointment our staff will call to ensure you are all right and reschedule. If you miss a second appointment our staff will call to ensure that you are ok and to reschedule. If you miss three appointments our staff will call to ensure that you are all right and you will be sent a letter stating you have missed three appointments and you may be released from the practice will not be given another opportunity to schedule another appointment with our practice.

How to cancel your appointment - Please call the office, 330-966-6701 within 24 hours of your appointment considering the listed hours on the first page.

Complaints- If you have a complaint or compliment about the care that you receive here please direct them to the Office, Attn: Pamela Parsons. You may be asked to put your complaint in writing for training purposes. To contact Pamela, please call 330-966-6701 or email pparsons@ncmf.com



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AULTMAN NORTH CANTON MEDICAL GROUP

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I acknowledge I have received and understand the policies of Leslie Murphy, MD, a member of the Aultman North Canton Medical Group. I have had the opportunity to ask questions and have had them answered to my satisfaction. I have been given the opportunity to request a copy of the office policies for my records.

Patient Name (Print)

Date

Patient Signature