

Dear Valued Patients of Suburban Ear, Nose, and Throat:

As you are aware, the physicians of Suburban ENT provide 24-hour call coverage for medical emergencies. In addition, they are available for discussion about your medical issues at various intervals throughout the day. These are services that we are glad to provide and that we feel are important resources for you and your family.

Due to the costs involved with providing medical treatments over the phone, both during the day and after-hours, it has become necessary to institute a nominal charge of \$35 for these phone calls per patient assessment, per call. We will accept payment by Visa or Mastercard, which will be taken by our receptionist, but not billed until the completion of your phone visit. This will not be billed to insurance. However, phone visits typically qualify for a Flexible Spending Account (FSA) or Health Reimbursement Account (HRA). Please check with your account administrator to be sure. **This policy applies to established patients only. We can not provide phone visits for new patients.**

**YOU WILL NOT BE CHARGED FOR:** post-operative phone calls during the acute recovery from surgery, calls to go over the results of tests that we have ordered, or due to errors on our part, such as prescriptions that did not transmit to the pharmacy. In addition, if your physician feels your problem warrants an office evaluation, an appointment will be set up in an expedited fashion, and you will not be charged for the phone visit. Other situations may be exempt from charge at Suburban ENT's discretion.

If you do not wish to have a phone visit with one of our physicians, we will offer you our next available appointment. Alternatively, you may seek medical advice from an urgent care clinic, your primary care physician, or one of the many available minute clinics in the area.

If you have had a phone visit for treatment and are still not feeling well, we will set up an office appointment in an expedited fashion.

We continue to endeavor to provide the best care for you and your family at Suburban ENT. We want to serve you for years to come.

Sincerely,

The Physicians of Suburban Ear, Nose, and Throat