



Urology

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## Financial Policy

Thank you for choosing Northwest Urology as your health care provider. As a specialist clinic, it is our policy that patients pay at the time of service for the minimum portion of their bill that is not covered by insurance. Patients who are not prepared to pay may be required to reschedule their appointment. *Patients may still receive a bill* for in-house labs, additional services ordered during their appointment, if the appointment took longer than expected, if their insurance company adjusts the bill, or if new information is acquired bringing about new charges. **These bills are non-negotiable.**

**IF YOU ARE INSURED:**

What an insurance company pays depends on their policies and the coverage purchased by the patient. It is the patient’s responsibility to review their coverage with their insurance carrier prior to their appointment. In order for us to bill an insurance company, the patient must provide us with complete and current insurance information. However, regardless of coverage, the patient is still responsible for the balance of charges incurred. If the patient is a minor, all current insurances must be provided and the appropriate primary policy must be indicated. The responsible party for any supplemental payment must also be designated, as well as their current mailing address. If you request to use our **Card on File**, we will only collect your copayment, if applicable, at the time of service. The remaining balance will be billed to your Visa, Discover, American Express, or MasterCard once your claim is processed by your insurance.

**IF YOU ARE NOT INSURED:**

If you do not have insurance, are unable to provide proof of insurance in a timely manner, or are on a plan that we do not participate in, full payment is due at the time of service. If you were not already notified, feel free to contact us in advance to receive the estimated amount due for your appointment. As a courtesy for paying in full, you will receive non-elective services at a 20% discount.

**FOR ALL PATIENTS:**

- Missed appointments or cancellations made with less than 24 hour notice may incur a \$55 fee. This fee may also be assessed if a patient is more than 15 minutes late for their appointment. If the physician is delayed in the operating room or running behind in the clinic, a patient is welcome to reschedule his/her appointment.
- Each returned check for stop payment or non-sufficient funds (NSF) will generate a \$40 fee.
- Medical records can be downloaded instantly, and free of charge, on our portal at [www.nwurology.com](http://www.nwurology.com). We also offer a password protected CD containing your medical records via mail or pick up for a \$5 fee. Printed record requests containing 10 pages or less can be provided for a \$30 fee, and \$0.25 for each additional page. An additional charge of \$5 will be applied for records requests processed within 7 business days. A signed authorization from the patient may be required to release information.
- Accounts with balances exceeding 90 days that are released to a collection agency incur a late fee of \$35.
- Additional payment options may be applied for by calling our billing office prior to your visit at 971-244-0798.

**I have read, understand, and agree to these financial policies**

\_\_\_\_\_  
**Signature of Patient or Responsible Party**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name of Patient or Responsible Party**