

W. Hamlin Emory, MD
A Medical Corporation
2080 Century Park East Suite #1409
Los Angeles, CA 90067
Tel: (310) 277-7711 Fax: (310) 277-7723

Dear Patient,

In order to assure that our office is efficient and so that we can devote less time to administrative matters and focus on patient care, please adhere to the **office policies**.

- **We expect that each patient will schedule his or her next follow-up assessment within the time interval that is requested by Dr. Emory.** It is best to arrange your next appointment while in our office. Alternatively, you can call our office to schedule an appointment at (310) 277-7711. All appointments will be in the office or via HIPAA Compliant Teleconference. Calling at least one week in advance is more likely to enable us to arrange an appointment that is convenient for you.
- **In order for the doctor to run a legally compliant practice, prescriptions cannot be renewed if the patient is overdue for a follow-up appointment.**
- **Prescription refill requests may require up to two (2) working days to process.** Such requests can't be processed after working hours or on weekends and holidays. To simplify the refill request process, ask your pharmacy to fax us at: (310) 277-7723.
- **Medication Prior Authorization (P.A.) requests require up to three (3) working days for the office to process.** Such requests can't be processed after working hours or on weekends and holidays. Once our office has submitted a P.A. request to the insurance company it can take up to five (5) business days to receive a response. Please allow time for this process. To simplify the P.A. process, ask your pharmacy to fax the required insurance information to us at: (310) 277-7723.
- Requests for letters of medical necessity, insurance evaluations, and disability evaluations are at the discretion of Dr. Emory. **Please allow up to fourteen (14) working days for letters to be completed.**
- **Payment for Dr. Emory's medical services is due at the time it is rendered. We require that you provide a credit card number to keep on file in order to reserve your initial appointment.** You may use this card or pay by check at the time of each appointment. Please make a specific arrangement during your next assessment or by calling.

- **Dr. Emory does not accept insurance or MediCare.** All patients will be provided an invoice of services to submit to insurance on their own for possible reimbursement. Dr. Emory is not a MediCare provider therefore no claims can be submitted to MediCare for his services. He is an out of network provider for all other insurances as well.
- Cancellations made less than 24 hour before a scheduled appointment and no-shows **will result in the patient being billed the cost of \$100.** For EEG appointments 48 hour notice is required.
- **Allow extra time for your travel to the office** so that you will arrive on time; as well as please take into consideration that Dr. Emory may require you to fill out additional paperwork as well as he requires you to rest for 10 minutes prior to your scheduled appointment time for the staff to take vitals (blood pressure/pulse). Although we will try to accommodate such circumstances, those who arrive late may have to be scheduled for another day. We do not offer parking validation.