

Teresa A. Denney, D.O.
Osteopathic Physician & Surgeon
460 Ena Road, Suite 603, Honolulu, HI 96815
Office (808)732-0888 Fax (808)737-6648

Cancellation Policy Agreement\ Patient Information Changes

The office of Teresa A. Denney, D.O. has a policy for cancellation of appointments. This policy will be in full effect starting February 1, 2003. You will be given an appointment card at the time the appointment is made. As a courtesy to you, this office will attempt to remind you of your appointment a day before your scheduled appointment date via telephone. Our office will only call the numbers that are listed on our "Patient Registration" or "Patient Information Changes" form. Please remember to update any name, address, phone number, or insurance carrier changes immediately to avoid any mistakes or charges to your account. You will be responsible for any charges made to you if you fail to abide by the following:

- 1.) **If you need to cancel or reschedule an appointment, please give our office a 24-hour notice. Failure to do so will result in a \$45.00 charge.**
- 2.) **If you are more than 10 minutes late for a scheduled appointment, you may be asked to reschedule and you will be charged a \$45.00 charge.**
- 3.) **If you do not cancel or reschedule your appointment, you will be considered as a "no show" and you will be charged \$45.00.**
- 4.) **If you are workers comp, auto accident or Blue Cross Blue Shield our office will send bills to your insurance carrier. If you fail to notify our office of any insurance changes, you will be responsible for all charges for services rendered to you.**
- 5.) **All payments for Office visits, Acupuncture, and Massage must be paid before your visit either by MasterCard, Visa, Cash, or Check.**

As of April 10th Dr. Denney is not participating with any commercial insurance companies. This includes but is not limited to HMAA, Kaiser Added Choice, HMSA, Aetna, Queens etc. All patients excluding Auto Accident, Workers Comp, Blue Cross Blue Shield, and Medicare will be cash patients. If you have Medicare insurance then you must make an appointment for Acupuncture or Massage and pay for those treatments. Then Dr. Denney will gift you an office visit.

If your account becomes past due, we will take all necessary steps to collect this debt. If we have to refer your account to a collection agency, you, the patient, agree to pay all collection, court and Attorney costs/fees that are incurred. Account balances older than thirty days will be charged an additional 1 1/2% per month.

By signing this agreement, you are agreeing that you understand all the rules above and will abide by them.

Patient
Signature: _____ **Date:** _____

Print
Patient Name: _____ **Staff Initial:** _____