



## **SUMMARY OF CHARGES**

Effective July 1, 2016

We understand that patient's have needs that arise outside of regularly scheduled appointments. We want to be sure everyone understands our fee structure for all services. By making this clear we hope to foster clear and smooth relationships between Healing Oceans and our patients.

- **Office Visits**

The fee for office visits with Dr. Ginsburg is based on the time she spends with you. Visits are generally 20, 40, 60 or 80 minutes, depending on the time needed to address issues. The corresponding fees are \$125, \$200, \$300, \$400. If more/less time is spent, the fee is adjusted accordingly.

- **Prescription Refills**

We ask that patients take responsibility for knowing when their prescriptions need to be refilled and scheduling appointments accordingly so that refills are not needed between appointments. We generally do not refill prescriptions between visits. When an exception is made, there is a \$25 fee.

- **Form Completion**

There is no fee when a form is completed during an appointment. Outside of appointments the fee is \$25. Some forms, such as for disability, require an office visit.

- **Questions/Consultations with the doctor via e-mail**

- Communication by e-mail is reserved for non-urgent matters.
- It may take up to 72 hours for a reply, but it is often within 24 hours.
- There is no charge for brief e-mails requiring only a quick response.
- Longer emails or emails requiring a longer or more detailed response, as well as frequent emails, will be charged at our hourly rate of \$300. These will be pro-rated based on the amount of the doctor's time needed to read your email and respond, as well as to complete any work requested in the e-mail.

- **Phone Consultations**

Phone conversations with the doctor for urgent or time-sensitive issues are prorated based on an hourly rate of \$300.

- **Late Cancellation and Missed Appointments**

Appointments that are cancelled less than 48 business hours before the appointment, as well as missed appointments, are charged 50% of the cost of the scheduled appointment. Exceptions may be made at our discretion based on your circumstances.

- **Prior Authorization (PA)**

Any PA requested by your insurance company that you request us to complete will be charged according to the time spent to obtain the PA. This time varies and can be as little as 5 or as much as 30 minutes. The fee is based on our hourly rate of \$300 and is pro-rated.

- **Copying Records**

Digital records are \$1 per page, to a maximum of \$50. Paper copies are \$1 per page, to a maximum of \$100. Remember that you can print for no charge, using the patient online portal, your labs, studies, immunization history, and correspondence from other physicians or health care practitioners.

- **Letters**

Any letter you request from Healing Oceans, such as to advocate for payment for denied labs, to request certain accommodations at work or school, etc, has a fee. The fee is based on our hourly rate of \$300 and is pro-rated to the amount of time needed to gather the information and write your letter.

Before writing such a letter, we may advise an alternate course of action as well.

- **Changes You Request to a Lab Slip or a Prescription:**

After your office visit, if you request a change to a lab or pharmaceutical prescription, this involves looking up, reading, and changing your records. For this, we charge a \$25 fee.