



PLEASANT RUN FAMILY PHYSICIANS

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Patient Information – Office Policies

**All copayments must be paid at the time of your office visit.
We are unable to bill you for the copayment.**

Appointments and No Shows

The providers at PRFP have set aside certain times in their schedule for different types of appointments in order to meet your needs. While we understand that situations do arise which may keep you from arriving for your appointment on time, we have a commitment to you as well as our other patients. If you arrive more than ten minutes late for your scheduled appointment we may ask you to reschedule depending on **the provider's schedule and** if there are openings later in the day. In some instances we may need to reschedule your appointment for a future date. If you are unable to keep your scheduled appointment, we ask the courtesy of a phone call or a portal message at least 24 hours in advance. If you do not show for your appointment **and have not notified us**, a \$50.00 fee will be assessed.

Payment for Office Visits

Payment is expected at the time of service. We participate in most major health insurance plans. We ask that you provide us with your most current insurance identification card. Please familiarize yourselves with the benefits you may have including routine preventative care, acute care, as well as your copayment.

Forms

The accurate completion of health forms (**school physicals, out-of-work, disability, etc.**) requires both the time of the office staff as well as your provider. We ask that you bring any and all school or camp physical forms at the time of your office visit. There may be situations when the forms need to be completed outside the time of the office visit. **Any forms requiring completion at another time will be charged a \$10.00 processing fee.**

Thank you for taking the time to read and understand these policies. If you require additional information concerning anything related to these policies, we would be happy to answer your questions.