

Medical Records

Who owns the medical record: the practitioner or the patient?

Virginia Code 32.1-127.1:03 declares that medical records are the "property of the provider maintaining them." The law recognizes "a patient's right of privacy in the content of a patient's medical record" and makes the practitioner responsible for ensuring that the patient's records are only released in accordance with law.

How do I get a copy of my record?

A request for copies of medical records must be in writing, dated and signed by the person making the request and include a reasonable description of the records sought. If someone is making a request on your behalf, he or she must provide evidence of the authority to receive the records (such as power of attorney). The provider must accept a photocopy, facsimile or other copy of the original signed by the requester as if it were an original (Virginia Code 32.1-127.1:03).

What will I be charged for a copy of my medical record?

If a patient requests a copy of his/her health record from Southside Physicians Network, a reasonable, cost-based fee may apply which shall include the cost of supplies, labor of copying the requested information, postage when the individual requests that such information be mailed and preparation of an explanation or summary of such information.

OUR MISSION

Southside Physicians Network's mission is to provide extraordinary healthcare for patients and their families, provide a center of excellence for physicians to practice medicine and create a vibrant workplace for employees.



SOUTHSIDE PHYSICIANS NETWORK FINANCIAL POLICY



Thank you for choosing Southside Physicians Network as your healthcare provider. We realize that the cost of healthcare is a concern for our patients. We offer the following information to help you understand our financial policies and aid you in planning for payment. Your clear understanding of our Patient Financial Policy is important to our professional relationship. We have Financial Counselors available for any questions you may have. Carefully review the following information and please ask if you have any questions about our fees, policies or your responsibilities.

Insurance

It is the patient's responsibility to provide Southside Physicians Network with current insurance information. Your insurance and picture identification cards must be presented at every visit. If current information is not obtained at the time of service, it will become the patient's responsibility to pay until current information is provided to us.

Your insurance policy is a contract between you and your insurance company. As a courtesy, we will file your claims for you. However, we will not become involved in disputes between you and your insurance carrier. This includes, but is not limited to: deductibles, co-payments, non-covered charges and "usual and customary" charges. We will supply information as necessary. If your insurance company does not pay within 60 days, you will be held responsible for payment. You are ultimately responsible for the timely payment of your account.

Co-Payments

All co-pay, co-insurance and deductibles must be paid at the time of service as required by your insurance contract.

Self-Pay Accounts

Self-pay accounts are patients without insurance coverage, patients covered by insurance plans in which the Southside Physicians Network Clinics do not participate or patients without an insurance card on file with us. Liability cases will also be considered self-pay accounts. We do not accept attorney letters or contingency payments. It is always the patient's responsibility to know if the Southside Physicians Network Clinic is participating with their plan. If there is a discrepancy with our information, the patient will be considered self-pay unless otherwise proven. Self-pay patients will be required to make full payment at the time of service. Please contact the office for more details if needed.

Insured OB Patients

Our office will pre-certify your pregnancy and complete any necessary paperwork required by your insurance company. We will also obtain your OB benefit coverage, which will include deductible and co-payment information (for physician charges only). If you are responsible for deductible and/or co-payment amounts, these amounts are due two months prior to your anticipated delivery date. If you cannot pay the amount in full, payment arrangements can be discussed with the Financial Counselor. If additional payment is required from you once we have received payment from your insurance company, we will send you a statement.

Uninsured OB Patients

The physician charge for a normal delivery is for the physician charges only. The physician charges do not include any laboratory, sonograms or additional services needed during or at the time of delivery. Patients will be responsible for paying this amount in full two months prior to the anticipated delivery date. Other obstetrical services not included in the global delivery fee are due at the time of service. Patients will be billed after their delivery for any unanticipated services provided.

Elective Procedures

Patients are required to pay the estimated self-pay portion of elective procedures prior to services being rendered. The Financial Counselor will assist in determining these fees prior to the surgery or procedure. This will cover the physician charges only. The physician charges do not include any laboratory, hospital or additional services needed.

Unpaid Balances

We ask that full payment be made at the time of service unless prior arrangements have been made through the Financial Counselor. If your insurance company has not paid the balance in full, you will receive a statement notifying you of the amount due. You may call the Financial Counselor to set up payment arrangements if necessary. Any overdue balances may be considered for future collection activity.

Payment Arrangements

In the event the total balance due is more than you are able to pay, we will make reasonable payment arrangements in accordance with our credit policy. Please contact the Financial Counselor to make arrangements.

Returned Checks

The charge for a returned check is \$25.00 payable by cash or money order. This will be applied to your account in addition to the insufficient funds amount. You may be placed on a "Cash Only" basis following any returned check.

Cancelled Appointments

We kindly ask for 24 hour notice if you are unable to keep an appointment. Please help us serve you and our other patients better by keeping scheduled appointments.