

Derby City Foot Doctors, PLLC  
9900 Shelbyville Road  
Suite 11 A  
Louisville, KY 40223  
502.899.9771

## *General Office Policies*

### No-Call No-Show

There is a \$25 no-show fee. All appointments must be cancelled 24 hours prior to appointments to avoid charges for a no-show. After-hour messages regarding cancellations may be left at 899-9771. Insurance will not cover charges for no-show fees and must be paid before seen for future office visits.

### Co-payments

All co-payments must be paid at the time services are rendered. If you do not have your co-payment we can re-schedule your appointment.

### Bad Check Fee

There will be a \$25 fee for any returned checks.

### X-Rays and Medical Records

X-Rays are the property of Derby City Foot Doctors, PLLC as your permanent medical record and no original copies will be dispensed to patients. Digital copies on a CD will be dispensed for \$10. Any original X-Rays brought in from your primary care doctor or a hospital will need to be returned by the patient. 72 hour advanced notice is needed for any medical records request including X-rays. Medical records can not be sent via regular email.

### Balances

All patient balances are due upon receipt of bill or on next office visit. For any outstanding balances of 30 days or more the patient will not be seen until balance is paid in full. Any balances put into collections will have a 30% collection fee added to the past due balance.

### Insurance

We do accept most insurance plans, however it is ultimately the patient's responsibility for whatever insurance does not cover, including but not limited to co-payments, deductibles, etc. This includes Medicare.

### FMLA & Disability Forms

There will be a \$50 charge to fill out all forms including but not limited to FMLA, Disability, Short-term Disability, any letters, etc. The only exception would be one set of forms, such as FMLA or Short-term Disability, after a surgical procedure performed by Dr Rhonda Eichenberger.