

Our Insurance Policy

Dr. Steven Lee has established reasonable and competitive fees for services in the geographical area. We give our patients a procedure estimate so that you may check with your insurance carrier to see what may be paid. If you should receive information from your insurance carrier stating our fee is above their usual, customary and reasonable payment amount, your carrier may have set a ceiling or limit on various procedures. What your insurance carrier may not tell you is that other carriers may pay our charge in full. Most insurance companies pay our full fee with few exceptions. Therefore, we believe our fees are within the reasonable and customary range for this geographical area. We think it is unfair for an insurance carrier to imply that we have mistreated you by overcharging for services rendered. This often places the doctor in a sensitive situation, which could damage the patient/doctor relationship. We are very conscious of our charges and our commitment to you.

Our Appointment Policy

Our office considers all scheduled appointments as confirmations. We reserve one-on-one time for you with each team member including the doctor. If you need to cancel or reschedule an appointment we require a three (3) business day notice. This allows our office ample time to offer the appointment to another patient. If we do not receive a three (3) business day notice we will charge twenty-five percent (25%) of the procedure fee to your account. We understand that an emergency can arise with no notice, i.e. death or illness. In case of an emergency, we ask that you notify our office as soon as possible; as long as you reschedule your appointment we will waive the twenty-five percent (25%) fee.

Our Appointment Reminders

As a courtesy our office utilizes automated phone (land line), text and emails for appointment reminders. This is a great tool for our patients to utilize for reminders. The automated text message and emails are sent day the appointment is scheduled, three (3) weeks prior to the appointment and again three (3) days prior to the appointment. The automated phone call (land line) is sent (3) days prior to the appointment. We ask you to follow the prompts given from the automated reminder to confirm the reserved appointment. If you do not confirm the reserved appointment you will receive another automated text or email the day prior to your appointment or on the day of your appointment.

Please indicate below how you would like to receive your appointment reminder from our office. As always, we will never share your cell phone and email information with any 3rd party companies.

Yes, I would like to receive automated text message reminder.

Cell phone number: _____

Yes, I would like to receive automated email appointment reminder.

Email address: _____

Yes, I would like to receive automated phone call (land line) reminder.

Phone number: _____

Printed Name: _____

Signature: _____

Signature of Parent/Guardian: _____