



20060 Governors Highway, Suite 100  
Olympia Fields, IL 60461  
Phone: (708) 323-4000 Fax: (877) 673-3450

## **OFFICE POLICIES AND PRACTICES**

Vein & Vascular Experts, PLLC welcomes you to our practice. We are dedicated to providing you with the highest quality of vascular surgical care in a safe and comforting environment. Our journey with you begins when you made your appointment and will carry through the postoperative and follow-up phases of your treatment. Our philosophy at Vein & Vascular Experts, PLLC is to treat patients as family. We will provide assistance, transparency and compassion at all times. We aim to provide all our patients with this high standard of care and have adopted office policies to reflect and protect that standard. Vein & Vascular Experts, PLLC does not discriminate and has a process to review office policies regularly. Your constructive feedback is welcomed and every effort will be made to address and correct any shortcomings.

**Appointments:** Appointments are based on schedule availability at the time of the call, severity of the medical condition and doctor availability. Please be advised that the doctor sees and operates on patients at the hospital as well and cannot always be readily available for the office schedule. Any requested schedule changes should be made in advance as early as possible. We will make every effort to accommodate schedule changes but cannot guarantee particular dates or times. Due to occasional emergencies, there may be short-notice cancellations or rescheduling and we appreciate your understanding. We at Vein & Vascular Experts, PLLC respect your time and strive to be timely, but issues may come up that delay your appointment. We will communicate with you early so that you may reschedule your appointment if you feel that is better for you. In all cases, we will always try to give you advanced notification. We would appreciate that you arrive at least 15 minutes prior to your scheduled appointment. **All patients will be given a 10 minute grace period after the scheduled appointment time. However, if you are more than 10 minutes late, you will be asked to reschedule your appointment.**

**No Show/Non-Compliance/Discharge:** Vein & Vascular Experts, PLLC recognizes that your time is valuable and will make every effort to make sure you are seen in a timely manner, scheduled for procedures/surgeries in a timely manner and have your questions/concerns addressed in a timely manner. We ask the same courtesy from our patients as well. Appointment, procedure and operating room times come at a premium and we want to make sure we are using that time to care for patients. **For patients who do not give 24 hour notice for a cancellation, they will be charged \$50. Multiple no-shows or non-compliance with treatment plans may result in discharge from the practice.**

**Prescription Refills:** The doctor will refill only prescriptions that he is primarily responsible for as it relates to your vascular surgical care. All other prescription refills should be made via the appropriate provider.



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**Office Behavior:** Here at Vein & Vascular Experts, PLLC you will be treated with respect and courtesy at all times. In return, for the courtesy, safety and comfort for all staff members and other patients, we have a **zero tolerance policy** for aggressive abusive verbal or physical behavior. If anyone in the office feels threatened or expresses concern for their safety because of your words or actions, you may be immediately discharged from the practice and face civil or criminal prosecution as deemed appropriate.

**Insurance/Payments:** Payment for services is ultimately your responsibility. However, Vein & Vascular Experts, PLLC will, as a courtesy, make every effort to assist you with insurance verification, authorization and appeals. In instances of need for financial assistance, please speak with the practice manager to work out a payment arrangement. Please note, non-elective treatments will not be delayed due to payment issues.

**Images/Social Media:** We may ask you to leave pictures, reviews or posts on our social media platforms. Vein & Vascular Experts, PLLC may use those images or reviews for marketing and teaching purposes. However, no identifying information will be provided without your consent. Third-party medical advertising may reach out to you via our practice management system; however, they are not affiliated with Vein & Vascular Experts, PLLC. You may request to opt out of receiving those messages by contacting the practice manager.