

# UNIVERSITY of CALIFORNIA • IRVINE

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## HEALTH AFFAIRS

Dear Patient:

Thank you for choosing UC Irvine Orthopaedics for your Orthopaedic needs. We look forward to caring for you and your family. To ensure your greatest satisfaction, please take a moment to review some key points about our office.

### **Appointments**

Our office hours are 8:00-5:00, Monday through Friday, excluding holidays. Please be sure to contact our office to schedule or reschedule appointments at 714-456-7012. We request 48 hours notice for any changes and our friendly Registration Staff will be happy to assist you in any way possible.

### **Prescription refills**

If you are prescribed a medication or need a refill, please call your pharmacy and have your pharmacist contact our office at 714-456-7012. This will expedite the refill process. Please allow for 72 hours for a refill.

### **Disability forms**

If you have any forms such as disability forms, insurance forms or special needs letter, please make the physician aware at your visit. There is a fee for completion of forms, please check with our staff for appropriate fees. It will take approximately 7-10 business days to complete most forms and we will have them available for you to pick up.

### **Parking**

For your convenience, UCI Medical Center has a valet parking service. The nominal fee is \$5.00. The valet attendant will ask for \$ 5.00 and upon your departure, will refund \$3.00 with validation. We hope you take advantage of this service and enjoy it.

### **Co-pay/payment**

To be in compliance with federal regulations, we are required to collect your co-payment and/or deductible, should you have one, at each doctor visit. Our policy for cash paying patients is to collect payment for physician and hospital charges at the time services are rendered. Additional charges as a result of the visit, i.e. x-rays, casting, lab etc. will be applied and billed to you. You may pay by cash, check (with CA ID) or use your charge card. Please inform the Registration Staff with any changes of your insurance, address, phone number etc. We want to be able to contact you should the need arise.

Because of the thorough nature of our examinations, an initial visit with our office will take approximately one hour. For complicated consultations, with our specialists, especially if testing and treatments are required, your visit may be longer.

Thank you for assisting us in providing you with the best of care.

Sincerely,

The UC Irvine Orthopaedic Surgeons

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**Estimate of Charges**

Department of Orthopaedic Surgery is dedicated to ensuring patients understand the Department's billing process and the resources available to them.

**Billing Services**

In order to provide you with the most complete and accurate billing services, please bring the following information to each Orthopaedic Surgery appointment:

1. Current insurance information
2. A copy of your referral from your primary care physician
3. Any required payments, deductibles, share of costs, or copayments
4. Payment (cash, check or credit card) is expected at time of service

**The Billing Process**

Patients with insurance are billed as soon as possible after their physician's appointment. Bills are sent when insurance claims have been processed. An estimated payment for self-pay patients is required at time of service. A final bill is sent when all charges have been entered. Patients receive two different bills - **an Orthopaedic Surgery bill and a UC-Irvine Medical Center Facility bill**. Patients are not billed more than once for the same service.

- Orthopaedic Surgery (**Orthopaedic Faculty of Irvine**) bills for doctor's appointments and provider services. Bills received from Orthopaedic Faculty of Irvine must be paid separately from the Medical Center's bills. The due date will be noted on your bill. If you have questions about your **Orthopaedic Faculty of Irvine** bill, please contact a Billing Customer Service Representative at 714-456-3905 .
- You might notice charges for services you were not aware of, such as pathology tests or other diagnostic services. **University of California-Irvine Medical Center** bills patients for outpatient-based procedures, medical supplies, medication, pathology, and diagnostic services performed in an outpatient department. Other Physician Practices such as Radiology and Pathology will bill as separate Faculty Practices for the physician-related component of diagnostic studies.

**Payment Estimates and Billing Questions**

In some cases, patients can obtain estimates for your appointment or upcoming procedure from **Orthopaedic Faculty of Irvine**. Please check with a Financial Customer Service Representative at 714-456-3905 for more information.

For any questions related to your **UC-Irvine Medical Center** Outpatient Department charges, please contact Customer Service at 714-456-6324 or toll free 888-456-7003.

**UC-Irvine Medical Center** Central Registration at 714-456-6401 assists patients with information on public assistance.