

NOTICE OF EXCLUSION FROM HEALTH PLAN BENEFITS

Financial Penalty for Cancelling Surgery

Over the past few years, we have seen a dramatic increase in the number of patients cancelling surgery within only days of the date of surgery. While these patients often reschedule their operations, and while we understand that there are various reasons why patients decide to cancel surgery, the decision to cancel, with short notice, leads to many problems for our office.

Typically, eye operations are scheduled one or two months ahead of time. This lead-time allows patients to access their primary care doctor for medical clearance, as well as allow them to arrange transportation to and from the surgery center on the day of surgery. Our office must receive the medical clearances in a timely fashion to provide this information to the surgeon and the surgery center (chart preparation, orders, etc.). If patients re-schedule, the paperwork must be completely re-done.

Also, short notice cancellation does not allow other patients to utilize the cancelled time: they don't have time to obtain medical clearance or perhaps arrange for transportation. Furthermore, other patients already scheduled for the same day must have their surgical times changed. Occasionally, these patients cannot change their times and they, in turn, cancel their surgeries. This "snow-ball" effect is not infrequent.

Therefore, short notice cancellations lead to many problems and expense for our office. Another, potentially more destructive consequence concerns our available surgery times. If our office does not properly utilize our allotted surgery (block) times (fewer patients show up on the day of surgery than were originally scheduled), we will have our block times reduced. Such changes have a tremendous impact on being able to offer surgery to other patients in the future.

Due to this increasing problem, we are implementing a financial penalty for patients who cancel surgery within 2 weeks of the date of surgery. The penalty will be \$500.

There will be an exception. If the scheduled patient has a documented medical emergency that requires cancellation of the scheduled eye surgery, the fine will be waived. This exemption will not include relatives or friends or neighbors of the patient or any other reasons. The exception will require medical documentation by the patient's attending physician. The documentation for this exemption must be received within 24 hours of date of surgery.

Understand that the described financial penalty is not a covered benefit and consequently your health plan will *not* pay for it. The purpose of this notice is to inform you of the financial penalty for cancelling surgery within 2 weeks of the date of surgery, and the fact that you will have to pay for this penalty yourself. Please ask us to explain, if you don't understand this cancellation penalty or why your health care service plan won't pay for this penalty.

You are responsible for the usual co-payments and deductibles associated with cataract surgery. You are also responsible for all fees associated with non-covered items and services. The non-covered charge of \$500 (per cancelled surgery event) is directly payable to Dr. Robert Jones within 7 days of the date of surgery cancellation.

Beneficiary Agreement

Accordingly, the undersigned accepts full financial responsibility for the non-covered services or event described above.

Signature of patient or person acting on patient's behalf

____ / ____ / ____
Date