

INFORMATION FOR OUR PATIENTS

Thank you for choosing Neurology Center of Fairfax for your neurological care. Our goal is to provide you with the highest quality care. Please help us by providing your most up to date medical information prior to each visit.

Please be respectful of other patients and arrive 30 minutes before your initial visit or 15 minutes before a scheduled follow-up visit. Please call us if you are delayed by traffic at 703-876-0800. If you are late, we may not be able to see you the same day. We understand the problems with traffic in Northern Virginia, but we cannot inconvenience patients who arrive on time for their appointments.

For each visit:

- Please fill out all information and authorization forms before you come for your visit. Your doctor needs current information to provide you with the best possible care.
- Complete the specific disease information questions in your check-in and registration link. We need this information to provide you the best possible care.
- Make a list of your questions and concerns prior to your visit and bring them with you so they can be addressed during your visit.
- Provide a complete and up-to-date written medication list with doses and the times your medications are taken. Include all over-the-counter medications, vitamins, and supplements.
- Get new prescriptions and prescription refills at the time of your visit. If you do not, you may need to schedule a refill visit with one of our nurses. We cannot accept prescription refill requests from pharmacies due to potential medication errors. Your prescriptions are your responsibility; make sure you receive the correct medication and the correct dose. There is a charge for emergency prescription refills between visits.
- Your co-payment, co-insurance, and any deductible amounts you owe are due at the time of service. If you do not pay these costs at the time of your visit, there is a \$10 administrative fee and an additional \$10 service charge for each bill we send. These charges are not covered by health insurance. We accept VISA, MasterCard, Discover, cash or checks.
- If you must cancel your appointment, we request at least 48-hour advance notice to the office, 72-hour notice is required for Sleep Study cancellations. If you miss your appointment or do not give adequate notice there is a \$100 cancellation fee for new patients, \$100-\$150 for testing, \$50 for follow-up visits, and \$300 for Sleep Studies.

Our office does not communicate Personal Health Information (PHI) with patients or others via email or text messaging due to the HIPAA privacy law. You may use our web portal for secure communications with your doctor or our staff.