



Sterling Family Practice Office Policies

Or

Help us serve you better!

Information- Keep us current on correct phone numbers and addresses so we can inform you of appointments, lab results and other health care needs you may have.

Insurance- We accept most insurance plans and will gladly file insurance claims. Keep us current on your insurance information.

Discounts- If you do not have insurance, please pay the day of service. We give discounts for this!!

Balances- If you do have an outstanding balance due, please pay in full.

Payment plans- If you are unable to pay in full, please inquire about arranging a payment plan, this will keep your account from being turned over to collections.

Returned Checks- There is \$25 fee for returned checks.

CoPays- You are responsible for co-payment at the time of service. We reserve the right to reschedule your appointment if you are unable to comply. Check with your insurance company if you have any questions.

Referrals and Prior authorizations- Call your insurance to verify if a referral or prior authorization is needed. If a referral is needed, please call our main number after making your appointment with the specialist. We need a minimum of 5 business days to process. We cannot back date referrals.

Prescription Refills- We request 72 hours to refill prescriptions from the time of request. The best way to request refills is to call your pharmacy. Depending on the prescription or the date of your last visit, you may be asked to make an appointment before the medication is refilled.

Reminder- We will try to contact 48 hours prior to your appointment, just to remind you. If you are unable to keep your appointment, please give us 24-hour notice.

Workers compensation- Visits are referred to the Corporate Health Center, which specializes in occupational health. They can be reached at (703) 444-5656.