

**Financial and Office Policies**  
**for the Office of Dr. Greg K Sakamoto:**

**Payment Terms:** Medical insurance companies may pay for all, part, or none of the charges for your treatment. We file insurance forms directly to insurance companies, but you must provide complete and updated insurance information or you will be responsible for the full amount due. Please ensure that we have a copy of your current insurance ID card. It is also your responsibility to have a current referral from your primary care physician and current authorization from your insurance company on file with us, if so required by your insurance carrier. Our office is not responsible for unauthorized visits or treatments and unfortunately, if not covered, you will be billed directly for these charges. All insurance co-payments and any outstanding patient balance on your account must be paid at the time of your visit.

**Cosmetic procedures:** Cosmetic procedures are not covered by insurance and are payable at or prior to the time of service. We accept cash, personal checks, debit and credit cards (VISA/MC/Discover, and American Express). There will be a fee of \$25 for any returned checks. If your account is over 90 days old with no payment activity, we will begin assessing late fees of up to \$5/month, and your account may be turned over to a collection agency. To avoid this, please pay at the time of the visit or mail in payment for any outstanding balance by the due date.

**Late/ No Show:** Patients who are more than 15 minutes late may be asked to reschedule their appointment. If you need to cancel an appointment, please call us as early as possible and no later than 24 hours prior to your scheduled appointment or it will be considered a "no show". After two no-show appointments in one year, you may be charged a \$25 no-show fee thereafter.

**Photo ID:** We require that each patient (or guardian) present a photo ID issued by a local, state, or federal government agency, in order to protect the patient against identity theft for services.

**Prescription Renewals:** With the Doctor's approval, certain prescriptions may be renewed by phone. If you have not been examined in the last 3 months, you may be asked to make an appointment to evaluate your current condition. Dr. Sakamoto renews most medications for a 3-month period only. This is to ensure that you are using the best, most effective medication and dose for your condition. Refills may be requested by calling our office at (808) 447-7454. If you leave a message, be sure to indicate: (1) Your name and phone number (2) The name of the medication (3) Dosage (mg) (4) How often you take it (5) The pharmacy you are using

**Updating Information:** As a new patient, you are asked to complete information forms. Please take the time to complete these forms as accurately as possible. Please notify us promptly of any changes to your contact information (address, phone, email, etc) or insurance. We want to ensure that your medical records are always accurate and up-to-date. It is vital that you inform Dr. Sakamoto of any new medications and medical conditions each time you visit. Should you suspect that you are pregnant, inform us immediately. At each visit, also remind us of any drug allergies, use of anticoagulants, or the presence of a cardiac pacemaker