

The Office of Dr. Vivian Asamoah

Patient Policies

Patient Care and Wellness drives all we do at DVA. Thank You for Entrusting Us with Your Health!

All patients must sign annual consents which detail our policies and patient responsibilities. This is a summary view, reading it does not exclude the need to thoroughly review and understand your annual consents, HIPAA privacy rule, and all relevant governing regulations.

Communication

Phone

Our office is open Monday through Thursday from 8:30-5:00, closed 12-1 for lunch. We are open Friday from 8:30-noon. Representatives are available during office hours.

Two-Way Texting

Texting is reserved for scheduling and registration only. Please use the [Healow Patient Portal](#) for discussions pertaining to private health information, diagnoses, prescriptions refills, etc. Our office is open Monday through Thursday from 8:30-5:00, closed 12-1 for lunch. We are open Friday from 8:30-noon. Representatives are available during office hours.

Portal Messages

Portal messages should be used for direct communication with the Provider. Please allow 24-48 depending on urgency for response to healow portal messages. These are not substitutes for needed appointments.

Appointments

New Patients

Registration Now Begins Online!

Complete your [consents](#) and [medical history](#) and someone from our scheduling team will reach out within 72 hours.

Established Patients

[Annual Consents](#) accompanied by updates to demographics, ID, and insurance cards are required.

Lab Results

DVA policy requires lab result discussion in follow up appointments to ensure dedicated time is given to the patient's comprehension and questions.

Refills

DVA policy requires patient portal to be utilized for all refill requests. patients may also request through their pharmacy.

Procedure Scheduling

DVA will assist with procedure scheduling. However, the surgical facility handles time and arrival details. All facility contact information is on our DVA [Patient Resource Page](#). More information for our procedure including cost breakdowns are provided at time of scheduling. Your insurance guides the facility chosen for the procedure.

Financial Policy

DVA accepts many insurance plans for her Gastroenterology and hepatology patients. Her Functional Medicine clinic is self-pay. We happily advise insured patients how to seek reimbursement for covered services. Payment for service is due at time of service, not after. Due to this policy, we send payment links the day before as many of our patients remain virtual for the healthcare visits.

It is the patient's responsibility to provide us with the most current insurance and billing information to avoid any denial of claims. This includes but is not limited to new insurance policies, referrals from the patient's PCP (if required) insurance, insurance policy changes, new identification cards, etc.

If the claim has been denied, the patient will be financially responsible for the services rendered. We must emphasize that, as medical providers, our relationship is with the patient, and not the patient's insurance company. It is the patient's responsibility to know and understand the coverage for the level of services under the patient's insurance plan. We encourage all patients to contact their insurance companies, Employers, or Benefits Coordinators before services have been rendered to understand proper coverage. Payment is due at the time of service. The office of Dr. Vivian Asamoah utilizes the services of a third party vendor for billing services.

Medical Records Requests

- Medical Records can be faxed to another physician's office at no charge with a valid signed consent to release.
- Requests for hard copies of Medical Records are subject to a \$25 Administrative Fee.
- Administrative forms that need to be completed by the physician (FMLA, Disability Forms, etc) are subject to a \$25 administrative fee.

Cancellations & Reschedules

Our office makes several attempts to remind patients of their appointments via phone calls, text, and email to confirm appointments in advance. The cancellation policy for the office visits is as follows:

- Failure to notify the office of a cancellation, or a "No Show" to the appointment, will result in a \$25 fee.
- There is a \$25.00 fee for the cancellation or rescheduling of an office appointment without a 24 hours notice.
- There is a \$100 fee for the cancellation or rescheduling of a procedure, less than 24 hours notice.
- All fees must be collected prior to rescheduling the appointment.