

**BREAST CARE OF WESTERN NEW YORK**  
**199 Park Club Lane, Suite 100**  
**Williamsville, NY 14221**

*Our practice is dedicated to providing individuals with the highest quality medical care for conditions of the breast. We appreciate the anxiety associated with breast disease and make every effort to accommodate our patients as promptly as possible. With an experienced and sensitive staff, we are committed to treating both the physical and emotional needs of our patients with respect and compassion.*

**THE FOLLOWING POLICIES HAVE BEEN INSTITUTED BY OUR OFFICE IN AN EFFORT TO PROVIDE EFFECTIVE AND EFFICIENT CARE TO OUR PATIENTS:**

- We reserve the right to reschedule or cancel your appointment if you report to our office without a valid insurance referral, insurance card, or present insurance with which we don't participate. Under certain circumstances, you may be able to sign a waiver.
- Copayments are due at the time of your appointment. We accept cash, checks, Visa and MasterCard. We reserve the right to reschedule your appointment if you report to our office without your copay. There is a \$10.00 fee to mail a copay bill.
- If you arrive more than 15 minutes late, your appointment may be rescheduled to the next available appointment date.
- **We require 24 hours notice when canceling an office appointment.** You will be charged \$25.00 if you fail to give us proper notice.
- If you fail to show up for two scheduled office appointments, we will be unable to continue your care.
- Our office will retain your mammogram films once we have scheduled your surgery. ***Surgical dates cannot be held without X-Ray films.*** Following your surgery, we will return your films to you or to the originating facility.
- If you are considering an additional opinion, please do so before scheduling surgery through our office.
- There is a \$50.00 fee to cancel and/or reschedule your surgery once a date has been arranged. The fee is \$100.00 if two surgeons are involved.

- There is a \$250.00 fee if you fail to show up for your surgery or cancel it in less than 48 hours. The fee is \$500.00 if two surgeons are involved.
- There is a \$10.00 fee to complete **each** disability form. The form(s) will not be mailed until payment has been received. Disability paperwork will be processed on a first-come, first-serve basis. Please do not ask the physician to complete paperwork during office hours, as we require 10 days to complete these forms. It is your responsibility to plan accordingly.
- If your Patient Communications Sheet restricts our staff from leaving a detailed message at one of your contact telephone numbers, your pathology report and/or test results will not be relayed until you return for a postoperative or follow-up appointment.
- The physician treats new patients and existing patients with new or exacerbating problems. Routine follow-up and postoperative care is provided by our nurse practitioners.
- Only emergent telephone calls are returned during office hours. Otherwise, calls are returned after office hours or within a timely fashion (1-2 days).
- We apologize for any prolonged wait times you may experience at our office. Breast cancer is a sensitive matter. ***Each patient is given the individual time and attention that she or he needs.***