



Welcome to SANTA CRUZ E.N.T.

All of our physicians are board certified by the American Board of Otolaryngology.

Otolaryngology is the medical specialty devoted to care of the ears, nose, sinuses, mouth, throat and neck (excluding the spine).

It is our goal to provide optimal treatment of ear, nose and throat problems in a comfortable and caring atmosphere.

OFFICE HOURS:

Our offices are open 8:30 am to 5:00 Monday through Friday.

Our Watsonville office closes for lunch from 12:30 pm to 1:30 pm.

APPOINTMENTS:

We make a serious effort to take you at your appointed time. However, when necessary, we take patients in pain on an emergency basis. As a result, we may be somewhat behind schedule upon occasion. If this does happen, please accept our apology.

During your treatment with us, there is always an otolaryngologist on call for your emergency needs. For after hour assistance, please call our regular office phone number. Please do not call after hours for medication refills or other routine matters.

CANCELLATION:

If you cannot keep your appointment, a 2 business day notice is required. Simply "not showing" for your appointment is unacceptable and is cause for dismissal from our care and will be assessed a \$ 100 fee.

FEES & PAYMENT:

The fee for our service is based upon type and extent of treatment provided. Please let us know your financial concerns before you begin treatment. We require full payment at time of service. We accept Visa & MasterCard.

PAYMENT FOR SERVICES:

Health insurance plans are numerous, complex and often confusing. Our staff is willing to assist you with these issues. Please review the information given to you by your plan and be familiar with the coverage provided by your plan. In the event that your health plan does not cover a service, you will be responsible for payment.

Many health insurance plans require a co-pay for each visit. Some plans require the patient to pay a portion of the billed charges. In any event, please be prepared to pay at the time you or your child is seen. We will submit a claim to your health insurance provider. If your insurance plan has a deductible that you have not yet met, please plan to pay in full at the time of your visit.

Please present your health insurance information at every visit. Let us know if there is any change of address, phone number or insurance plan. We are not able to process claims if we do not have current and accurate information.

We hope, with mutual cooperation, insurance and reimbursement issues will be minimal and complication free.

If you have any questions regarding your statement, please contact our billing office at (831) 476-4414.

CONFIDENTIALITY:

In compliance with medical ethics and recent federal HIPAA law, all records of your care are kept confidential.

We will provide limited information to your insurance company, otherwise we will not release any medical information without your approval.

We hope this information has been helpful. We invite you to visit our website at www.scentmd.com for additional information. If you have any further questions or concerns, please feel free to ask any member of our staff.