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## Office Policies

The office policies for Lemont ENT, Inc. are designed to support the practice's goal of providing excellent, personalized care in a sustainable micro practice. For this reason, please take the time to read through all of the policies so that you can understand how the practice works to best care for you. If you have any questions or concerns about the policies, please do not hesitate to contact me. As the practice evolves, these policies may change in order to serve you better. All registered patients will be informed of any major policy changes via e-mail or postal mail and through updates on the practice website. Thanks in advance for reading these policies.

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- **Scheduling appointments** – Dr. Go is committed to providing excellent access to her patients through scheduled appointments and same-day appointments. With the rare exceptions, this means that any registered patient will be able to be seen within 24-48 hours of his/her requested appointment. For all patients with access to the internet, appointments may be made through a secure link on the office website. For same day appointments or if no convenient appointment is available online, patients may call the office at (630) 243-4505 and Dr. Go will try to accommodate their needs.
- **Late policy** – Dr. Go respects the value of your time and makes every effort to keep on schedule. In order to help her do this, please note that your appointment time will not be extended due to a late arrival. If you are significantly late (>15 minutes) and the evaluation by Dr. Go cannot be completed in the remaining time of your scheduled appointment, you may be asked to reschedule your appointment.
- **No-show policy** – Please know that your appointment time is reserved especially for you, so in respect to other patients, please call at least 24 hours in advance if you will be unable to keep your appointment. This allows Dr. Go to offer that time to another patient. If a patient fails to show up for their appointment or cancels with less than 24 hours notice, there will be a \$25 “no-show” fee. A pattern of repeated failures to keep appointments may result in dismissal from the practice.

- **After hours concerns** – If you have a medical emergency, please call 911 or go to your nearest emergency room. For all other concerns, please call Dr. Go at (630) 243-4505 or email her at [drgo@lemontent.com](mailto:drgo@lemontent.com). If you leave a voicemail, Dr. Go will receive an email notification so that she can respond quickly. Dr. Go checks voicemail regularly during business hours and will reply by the end of the business day for non-urgent messages. She will reply the next business day for messages left outside of normal business hours. For urgent concerns, please call (630) 243-4505 and press “1”. You will be connected directly to a phone where Dr. Go can be reached. If you reach a voicemail at the forwarded number, please leave a message and your call will be returned within 5-15 minutes. Most importantly, never wait for Dr. Go to return your call if the situation is an emergency. Please call 911.
  
- **Email policy** – Email is a convenient and efficient way to communicate non-urgent requests, questions, and messages that you may have for Dr. Go. To better serve you, Dr. Go allows patients to communicate with her via email. Prior to doing this, you must read through this email policy and agree to the terms by signing the signature page. Should you require urgent or immediate attention, email is not appropriate. Dr. Go tries to respond to all email communication within 24 hours, but if you do not receive a response in this time period, please call the office for immediate assistance.
  - When communicating by email, please put the purpose of your message in the subject line. Also, be sure to include your name, date of birth, and return phone number in the body of your message. We also ask that you acknowledge receipt of emails by agreeing with the read receipt request.
  - All email communications related to your health and treatment may be filed in your medical record. Lemont ENT is not liable for improper disclosure of information or breaches of confidentiality caused by the patient (i.e. – printing and forwarding emails), third parties, or technical factors beyond the Practice’s control. In addition, Lemont ENT has no control over the security or management of third party email systems, if used. The Patient understands and agrees that Lemont ENT will make its best effort to minimize the risk of confidentiality breaches for factors within its control, but cannot guarantee that unencrypted information will not be intercepted, altered, or read by an unintended recipient.
  - Email is only appropriate for certain types of physician-patient communication. Specifically, email is useful for fairly simple, non-urgent questions. The Physician has the exclusive right to decide what is and is not appropriate for email. Please keep in mind that although email is a very effective tool, it is not a substitute for personal visits for examination and counseling with your doctor. Because of this, there may be times when Dr. Go will not be able to answer your question by email and may ask you to make an appointment to be evaluated.
  - The following subjects are rarely appropriate for standard email:
    - Any urgent medical problem or emergency

- Mental health issues
  - Alcohol and substance abuse problems
  - HIV and other sexually transmitted infections
  - If your email address is through your employer, your employer may own all emails sent to that address.
  - If your family shares your email address, other family members may see your messages.
  - If you use an internet service provider, there is a small risk that messages may be intercepted by others (“hackers”)
  - Dr. Go does not control the security of incoming email messages from patients. Patients who choose to email personal health information do so at their own risk.
- **Medical records release** – Upon request with an appropriate HIPAA-compliant form, a paper or electronic copy of all or a portion of your medical records can be provided to you or another doctor. For paper copies, there will be a \$10.00 charge plus a fee of \$0.25 per page. For a CD copy, there will be a \$10.00 flat charge.
  - **Medication refills** – Because Dr. Go writes prescriptions with sufficient refills to last until she would like to see you next for follow-up, please schedule an appointment when you note that you do not have any refills left on a prescription.
  - **Payment of patient-responsible portion of medical fees** – A credit card will be requested to be kept on file on a secure server at the time of your first visit so that any balances that are your patient responsibility after processing of the office visit or surgical claims by your insurance company can be settled in a timely fashion. By having your credit card on file, we are able to decrease our office billing costs and focus on providing you cost-effective, patient-centered care. Payment for copays and known non-covered services will be expected at the time of service. Credit Cards (Mastercard, VISA, and Discover), as well as cash and personal checks, are accepted for patient convenience. If your check is returned to Dr. Go for any reason, you will be charged a \$30.00 processing fee. Payment for other patient-responsible payments, including but not limited to coinsurance and deductibles, will be expected either at the time of service or upon receipt of the invoice that will be sent out upon insurance communication of payment of the claim, whichever is available first. Those balances remaining after 60 days may be subject to being sent to a collections company, in addition to notification of your health insurance company for fraud, if applicable. If you have significant financial difficulty and are unable to pay your bill in full, please contact Dr. Go immediately so that a payment plan can be worked out. Information for self-pay rates for patients without health insurance is available upon request.
  - **Participation with insurance** – Dr. Go is a provider with most health insurers. The list of insurance companies accepted can be found on the practice website.

- **Contracted Managed Health Care:** (HMO's, PPO's, EPO's) It is your responsibility to make sure that Dr. Go is currently enrolled with your plan. All necessary referrals must be obtained prior to each visit. If your referral has not been completed prior to your arrival in the office, it may result in a delay in being seen by the physician and the possible rescheduling of your appointment. You are obligated by your insurance company to pay the copay at the time of your visit.
- **Surgery:** Insurance will be verified including deductible and co-insurance prior to your pre-operative surgical visit and surgery. **A deposit will be required** if insurance benefits show a patient responsibility for the surgical charges due to individual policy deductibles and percentage of coverage. The deposit will be required to be paid in full one week prior to the surgery date. If the deposit is not received before or on this date, the surgery will be rescheduled. Payment in full is required in advance if insurance benefits are not assigned or in the event there is no insurance. Any overpayment will be promptly refunded to the patient/guardian or insurance company. Other financial arrangements may be discussed with Dr. Go. At times, you may be required to obtain additional information from your insurance plan regarding specific out-patient services and predetermination or precertification.
- **Privacy Policy** – When you have reviewed these policies, please review the HIPAA Privacy Policy (as required by federal law) and accompanying email policy.

If you have any questions, please contact Dr. Go at (630) 243-4505 or [drgo@lemontent.com](mailto:drgo@lemontent.com). If you do not have any questions, please sign the Signature Page of acknowledgement of receipt of these policies and bring it with you to your first appointment. Thank you.