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## *DuPage Surgical Consultants, Ltd.*

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### **PATIENT WELCOME**

**WELCOME to DuPage Surgical Consultants, Ltd. (DSC).** Our physicians and staff are ready and available to address your general surgery and bariatric needs and our business office is able to assist you in meeting the financial obligations which go along with your medical care.

To insure the best possible experience, we ask your help with the following:

1. Scheduling Appointments
2. Reviewing and verifying your medical history, personal and insurance information when you arrive for your appointment
3. Surgery Instructions
4. Insurance and Financial Responsibility

For your appointment(s) to flow smoothly, it is important to get complete and accurate information from you. You may have already provided some of this information to the hospital, or other medical care providers and we appreciate your patience while we ask once more. Please understand that we only ask for the information necessary for your medical care and to assist you in determining your financial responsibility. All of our forms are also available on our web-site at [www.dupagesurgicalconsultants.com](http://www.dupagesurgicalconsultants.com). You can print and complete these forms at your leisure prior to your appointment. We also recommend that you make copies of these forms for your future reference.

**When scheduling your appointment**, be prepared with your insurance card, the patient's name and phone number, date of birth, reason for the appointment, and the name of the physician that referred you and/or the name of your primary care physician.

**At each appointment**, please bring any completed forms with you. Our front desk staff will ask to see a photo ID and your insurance card and your completed forms. Forms will be provided at your appointment if needed. Our staff will then scan or review the information on the forms that you have provided to insure that the information we have on file is current and accurate. Co-payments for all applicable services are due at this time.

**When surgery is necessary** – our staff is here to help. Before you leave, you will receive written instructions to remind you to do the following:

1. Contact the Hospital for any pre-admission testing, the specific time of your surgery, etc.
2. Complete and sign the Payment Authorization form
3. Contact DSC Patient Accounts to review your insurance and your payment options

**Insurance and Financial Responsibility** - Co-payments are always due at the time services are rendered, i.e. each appointment. We cannot waive co-payments because it is a requirement placed upon you by your insurance carrier. If you are uninsured or involved in a personal injury case, payment in full is required at the time services are rendered. Please review our OFFICE AND FINANCIAL POLICY for more information regarding insurance and payment options. To assist you, our Patient Accounts Department can help to determine the estimated share of costs from your insurance, any negotiated discounts, and any remaining balance determined to be your responsibility. As a courtesy, we file insurance claims on behalf of our patients, assuming that we have all of the required information. We also offer many payment options for you to pay your share of costs.

We will continue to do everything we can to make your experience with our physicians and staff as positive as possible and we appreciate your understanding and cooperation. **If you have any questions, please contact our office to speak with a member of our staff.**