

Office Guidelines and Procedures

Office Hours

The office is open from 8:30 am to 4:30 pm Monday through Friday. We have an answering service that is available for emergent concerns after hours and during lunchtime, which is 12:00 to 1:00.

Appointments:

Our patients are seen by appointment only. You need to arrive 30 minutes before your scheduled appointment. Please refer to the appointment reminder letter regarding items that you need to bring with you at your scheduled appointment. **If you bring an MRI CD or X-ray film with you for our physician to review, please be sure you leave with it. Any unclaimed CD's or films will be destroyed by NNA.** If you arrive late for your appointment, it may be necessary to reschedule as we want to ensure all patients get the necessary time they need and deserve.

No Show Appointments

Because we provide services by appointment, you should allow 24 hour notice if you must cancel an appointment. This is a courtesy to the clinical staff as well as to other patients. **Please note that we do charge a \$25.00 fee for all missed office appointments and a \$100.00 fee for all missed testing and MRI appointments that are not cancelled in advance.** Unfortunately, habitual no shows may lead to being discharged from our practice.

Billing

If you have health insurance, we will submit the billing to your insurance carrier for you. You are responsible for knowing your policy's coverage requirements and notifying us of any changes. Co-pays are due at the time of service. Any deductibles or coinsurance amounts due by you will be invoiced to you once your insurance has responded. **You will be responsible for paying all co-pays at the time of your visit. If you do not have insurance we do offer a self-pay discount plan, however arrangements must be made in advance and payment in full is expected at the time of service.** All billing inquiries should be directed to 888-328-4472.

Prescriptions:

Please request all prescriptions from the physician at the time of your visit. This will ensure that you have adequate refills. If you need additional refills before your next scheduled appointment, NNA has a dedicated prescription refill line. The refill telephone number is 330-572-1011 (or call the office # you are seen at, and press the appropriate option #) Prescriptions will be filled Monday through Friday 9:00 am – 2:00 pm. If you are calling after these hours, your prescription will be called in the next business day.

Request for Completion of Medical Forms/Copies of Medical Records

NNA requires an administrative fee associated with the completion of medical history forms (FMLA, Short Term or Long Term Disability, Life Insurance, Automobile Insurance, Transportation). The administrative fee will be collected prior to the completion of the request. Please allow 7 to 10 business days for the request for Medical Forms or Medical Records to be completed.

Test Results

If you have testing done, the results of your exam will be given to your physician to read and interpret. He/she will go over these results with you at the time of your follow up appointment.

Office Locations and Phone Numbers

White Pond 330-572-1011	Green 330-899-5730	Hudson (Akron) 330-342-4020
Ravenna 330-296-8048	Medina 330-723-2700	Hudson (Cleve) 330-656-1600
Canton 330-494-8424		