



Christian Health Service of Syracuse
Policy and Procedure Manual
Subject/Title Policy: Forms Fee Policy

Christian Health Service of Syracuse offers completion of forms as an added service to patients. It is our policy, starting on November 2, 2020, to collect a fee for these forms since it requires staff time and supplies to complete them accurately.

The following steps are necessary to process forms:

1. Staff receives and reviews the form.
2. Staff reviews the medical records to obtain physician notes and any other information required.
3. Staff fills the form out with the correct information.
4. Office notes must frequently be printed to accompany the form.
5. Providers must review and sign for the information presented on the form.
6. The form must be scanned and entered into the electronic medical record.
7. Documentation must be added to the patient's record that forms were received, completed, and returned.
8. Staff notifies the patient that the form is prepared and available for pick up.

Therefore, we charge \$25 for form completion. The following forms are subject to the fee:

- Family Medical Leave Act (FMLA)
- Paid Family Leave (PFL)
- Disability
- Adoption & Foster Care
- DMV: Disability, Parking, or Driver Exam
- Life Insurance
- Patient Assistance Programs
- Adult Day Programs
- Nursing Home Admittance
- Medical Emergency Power Requests

Please note that forms **NOT** listed above may also incur a fee, and other forms may be added to the list.

We **DO NOT** charge a fee for school physical or other forms for children, teens, and college students.

When a form is received in the office—either from a patient presenting it in-person or through electronic communication—the patient will receive an explanation of the fee policy. If the patient agrees to the fee, they will pay the appropriate amount in-person or by phone and will receive a receipt in-person or by mail. Staff will then complete the form according to our process, submitting it electronically or making it available for pick-up.