



Durango Sports Medicine, PLLC

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OFFICE POLICIES

Welcome to Durango's only independent, nonsurgical sports medicine practice!

Eligibility

Durango Sports Medicine, PLLC does not bill any type of insurance. This allows us to provide better and more affordable care. Unfortunately, as a result, we can not currently see patients who are beneficiaries of medicare, medicaid (Colorado Health First), Child Health Plus, or the Colorado Old Age Pension program.

All other patients are welcome regardless of sport, race, gender identity, sexual orientation, national origin, citizenship status, etc. We will even care for fans/graduates of "the" Ohio State University. The minimum patient age is 8.

Scheduling and Appointments

Durango Sports Medicine, PLLC will attempt to schedule patients in a timely fashion. Frequently same or next day appointments are available. If you have to reschedule, please give as much notice as possible. No show / No call missed appointments may be billed a \$50 no-show fee.

Payment

Payment is due at the time of service unless other arrangements are made in advance. Prices for common services will be available on the website.

Acceptable forms of payment are most major credit cards, cash, check and HSA/FSA cards.

Phone & After Hours Policy

Patients with a recent visit and simple related questions are encouraged to call the office number and leave a message which will be returned within 1 business day, usually much sooner.

Established patients with a new problem, not previously evaluated in a visit are encouraged to schedule an appointment. An established patient who is traveling with a new problem may obtain telephone or video conference advice when available. This service will be charged for depending on the length and complexity of the consultation.

Prescription refills, brace orders, forms, etc will only be handled during office visits unless prior arrangements are made during a visit.

Opioid Pain Medication

Durango Sports Medicine, PLLC does not prescribe opiates for the treatment of chronic pain.

Privacy

Since we do not bill insurance, far fewer people will have access to your health information than in an insurance based practice. Please review our legally required privacy practices notice.

You can request a copy of your records during a visit at no charge. We may charge a small handling fee if you request records outside of your visit.

Email & Social Media

Durango Sports Medicine, PLLC will not post your information, testimonial, pictures, medical images, etc, whether you are identifiable or not, without a separate signed consent form. Voluntarily sharing, posting or tagging on social media is considered consent to publish the information in that post. Email provided with patient intake will only be used for communicate related to scheduling and medical treatment. Any email list for marketing and publicity will require a separate sign up / opt in.

Violence & Threats

Any threats or violent behavior directed towards staff, other patients or staff/clients of neighboring businesses will result in immediate dismissal from the practice without warning or refund. Durango Sports Medicine, PLLC will refer all such behavior to law enforcement.

Updates

Durango Sports Medicine, PLLC will update these policies from time to time. You may review the latest policies on request.