

## ***AMA Code of Medical Ethics***

### ***11.3.2 Fees for Nonclinical & Administrative Services***

Physicians individually and collectively should promote access to care for individual patients, in part through being prudent stewards of resources. Thus physicians have a responsibility to balance patients' needs and expectations with responsible business practices.

With respect to fees for nonclinical or administrative services provided in conjunction with patient care, physicians should:

- (a) Clearly notify patients in advance of fees charged by the practice (if any) for nonclinical or administrative services.
- (b) Base fees (if any) on reasonable costs to the practice for:
  - (i) providing special documentation on patient request for such purposes as insurance reimbursement to the patient, certification of immunization or fitness, or similar nonclinical services;
  - (ii) missed appointments or appointments not cancelled in advance in keeping with the published policy of the practice;
  - (iii) acquisition or processing charges in relation to diagnostic, laboratory, or clinical services, copies of medical records, or similar nonclinical services.

***AMA Principles of Medical Ethics: II,VI***