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*

*Opinion 11.3.2 Fees for Nonclinical & Administrative Services reorganizes guidance from multiple opinions issued without background reports and the following:*

*CEJA Report 3-A-16 Modernized 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. [new content sets out key ethical values and concerns explicitly]

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AMA Principles of Medical Ethics: II, VI