

OFFICE POLICIES

Amended January 20, 2016

Appointments

Our office is committed to spending the allotted time listening to your history and assessing your overall health. This assessment will help us to accurately determine the root cause of your symptoms.

New patients - please arrive 10-15 minutes prior to your appointment time as this will help to ensure that you and other patients are seen in a timely manner.

If you are unable to keep your scheduled appointment, please notify the office at least 48 hours prior to the scheduled time so that we may allow another patient the opportunity to be seen. We ask for a credit card number on file to secure all appointments as we do not double book our schedule. You will not be charged unless you fail to show. Last minute cancellations or missed appointments will be charged the normal office visit fee. Exceptions will be made in cases of emergency. Your appointment may have to be re-scheduled if you are more than 15 minutes late.

Fees and Payments

Our fees are based on the cost of doing business and providing the best care possible. Not only do fees reflect the time spent with you in our office, but also the time spent on your behalf between office visits. This may include reviewing reports, making and receiving telephone calls from other healthcare providers, insurance companies, pharmacies, laboratories, and home care agencies, to cite a few examples. Further, it is often necessary to prepare documents related to your treatment.

Full payment is expected on the day of your appointment with us. We do not bill insurance carriers directly, but will provide a detailed receipt that you may submit to your insurance company for possible reimbursement. Please refer to our website for forms and fee schedule.

Insurance

Our patients are covered by a wide range of health insurance plans and policies. Therefore, it is virtually impossible for us to be familiar with all the provisions and terms of your health plan. Knowing your insurance benefits is your responsibility. **The Lyme Center assumes no responsibility regarding coverage issues related to your policy.** Consequently, you must contact your insurance company directly with any questions you may have regarding your policy.

Telephone calls and E-mails to our office

We are happy to address simple concerns or inquiries over the phone. If you call with a complicated matter that cannot be managed safely or quickly over the phone, you will be asked to schedule an office visit to address your concern. Telephone calls should generally take less than five minutes of the staff or provider's time.

If you have a medical emergency, please call 911 or go to the nearest Emergency Room. If you have a matter that must be addressed by the provider immediately, please page her at 1-855-266-7243 and enter access code 3345963. This number is for *emergencies* only, and should not be used for patient scheduling or any other office business. Please use the office number for all office-related business. Please do not abuse this service that we provide for your medical safety.

If you reach our answering machine, we are likely on the other line or out of the office. Kindly leave a message and your call will be returned. Messages will not be answered or returned during weekend or holiday hours. Please call back during business hours or leave a message for us to return our next business day.

Primary Care Providers

Our office does not serve as your primary care provider. It is highly recommended that every patient has a primary healthcare provider to oversee their overall general health.

Prescriptions and Refills

We will not refill any prescriptions that were not originated in this office. Also, we do not prescribe medications for conditions unrelated to the specific ailment that we are treating. We will be happy to fax or phone in your prescription refills directly to your pharmacy during normal business hours. Refills requested during normal business hours will be processed within 48 hours. Prescriptions will not be refilled during nights and weekends. Please anticipate your medication needs and plan accordingly.

Our office does not prescribe long term pain medications for any reason. If you require these medications, they should be prescribed and managed by a specialist in pain management.

Test Results

All laboratory test results, radiology reports, and testing results will be reviewed. You will be contacted with any significant findings. Please **DO NOT** call or e-mail the office for results as these will be addressed at your next scheduled appointment.

Disability, Work, School Paperwork

All requests for this type of paperwork will be addressed in a timely fashion with a minimum of a ten day turnaround. We will be unable to complete this type of paperwork at the time of your visit.

Records Release and Transfers

There will be a minimum fee for records transfers and/or requested copies of \$25.00 that can be processed either by check or electronically. Extra fees may be charged depending on the complexity of the task. These services will be performed within 7-10 business days after we receive your written request and form of payment.

Signature of Acceptance and Understanding of Our Office Policies
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This document is a general guide of our office policies. It could not possibly cover all the details of our practice. Any changes to this policy will be posted in our office.

My signature below verifies that I have read and understood these policies. I have had my questions answered and agree to abide by the policies set forth in this patient manual.

Name: _____ Relationship to patient: _____

Signature: _____ Date: _____