

## Susan Neuber FNP-C / Lyme Center of New England

573 Mendon Road, Suite 3 – Cumberland, RI 02864 – Tel 401-334-5963 – Fax 401-334-2222 – LymeCenterNE.com

*Thank you for choosing us for your medical care. Please note that each patient's case of Lyme and tick-borne illness vary greatly, as do responses to treatment. Please fill out and sign each page of this form.*

### Appointments & Fees

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. We require a credit card on file to secure all appointments. **Full payment is expected on the day of your appointment.**

Initial Consult - Time: Up to 90 minutes

Initial Consult Fee: \$625

- On average, we spend an additional 1½ - 2 hours working on your care before and after your initial visit

Second Appointment - Time: 60 minutes

Appointment Fee: \$525

Third Appointment - Time: 45 minutes

Appointment Fee: \$425

Subsequent Appointments - Time: 45 minutes

Appointment Fee: \$325

After the first 2 visits, appointments are generally scheduled two months apart.

**Phone/Virtual Appointment:** Billed at same rates as in-office appointments.

**Check-In Appointment:** THESE ARE SCHEDULED, NON-BILLED, QUICK, 5-10 MIN CALLS IN FOLLOW-UP TO A SPECIFIC ISSUE. They are NOT a replacement for a regularly scheduled appointment or to discuss new issues.

**“Extended” Appointments:** There may be an additional charge for appointments lasting more than 15 minutes beyond the allotted time.

### Missed Appointment Fees, Cancellations, & Rescheduling

We charge fees for appointments that are cancelled or rescheduled without 2 business days notice for all patients. Non-business days (weekends and holidays) are not included in advance notice calculations.

\*You will receive computer-generated email reminders one week and then 2 days before the appointment as well as a text message reminder the day before (unless you opt out of these reminders). As a courtesy, the office also calls with a reminder a few days prior to your appointment. These reminders give you ample opportunity to reschedule without incurring a fee.

*I understand and agree to all policies and fees as described on every page of this forms and give permission to have my credit card charged accordingly.*

X \_\_\_\_\_  
Patient or Guardian Printed Name

X \_\_\_\_\_  
Patient or Guardian Signature

X \_\_\_\_\_  
Date

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**Initial Consult:** If you cancel or reschedule your initial consult appointment with less than 2 business days' notice, there will be a charge of \$275.00.

**Follow-up Appointments:** If you cancel or reschedule your follow-up appointment with less than 2 business days' notice, there will be a charge of \$150.00.

***There is a \$20 charge for returned checks.***

**LABS**

*For your convenience we have a lab on site for both in network and specialty lab draws.*

We order detailed lab work but try to stay within your network. For most tests, we generally use Quest Diagnostics which takes most insurance plans and has a designated phlebotomist in our office. We can order tests from other local labs if necessary, however, they do not have all the Lyme tests that are available through Quest. Please be sure to check with your insurance company in advance to determine whether Quest is in network and what alternate labs you can use. If you don't have medical insurance, let us know: Quest offers significant discounts in such cases.

**I understand that confirming insurance coverage of labs ordered for me by Susan Neuber is my responsibility and that if I fail to do so, I will be financially responsible.**

We may order labs through a specialty laboratory. These labs are generally out of network for most insurances and payment is usually required up front. As a courtesy, some of the specialty labs will file your out-of-network claim with your insurance and you would be reimbursed for whatever amount might be received.

\*We regularly order basic lab tests to monitor blood counts and organ function during treatment. **These monitoring blood tests are for safety purposes and are mandatory.**

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### Health Insurance

We do not participate with any insurance plans and are considered out of network. Office fees are paid at the time of the appointment, and we provide you with a detailed receipt which you may submit to your insurance for reimbursement. It is your responsibility to check with your insurance prior to your appointment as to whether reimbursement may be possible and how to submit the request. **The Lyme Center assumes no responsibility regarding coverage issues related to your policy.**

**Medicare:** We have opted out of Medicare and are allowed to treat Medicare patients through a private contract. This contract requires that we have a written agreement with patients that they will not seek reimbursement from Medicare for our office visit charges. Medicare will still cover most lab work, imaging tests, and medications.

### Phone Calls and Emails 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 the issue. Calls should generally take less than five minutes of the staff or provider's time.

We do not communicate with patients via email. It is monitored infrequently and is not the appropriate means of notifying the office of a problem or a refill request. You may submit forms or photos (e.g., of a rash) by email, and we may occasionally forward forms or other information to you via email.

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 (and it is outside of regular hours), please page her at 1-855-266-7243 and enter code 3345963. This number is for **emergencies only**, and should not be used for patient scheduling, refills, or other office business. Please do not abuse this service that we provide for your medical safety.

We now have an automated phone greeting. Please listen to the message. You will have the opportunity to ring through to the office between 8:30am - 5:00pm Monday to Friday. You may get the voicemail if we are helping another patient or away from the desk; please leave a message and we will call you back as soon as possible. If you leave a message outside of our business hours, your call will be returned on the next business day.

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### Primary Care Providers

*It is highly recommended that every patient has a primary healthcare provider to oversee their overall general health. Our office will not serve in that capacity.*

### 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. If your medication is running low and there are no refills at the pharmacy, **please call the office to request a refill**. Refills requested during normal business hours will be processed within 72 hours. Prescriptions will not be refilled outside of business hours, or on holidays and weekends. Please anticipate your medication needs and plan accordingly.

We do 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 by the provider, and you will be contacted with any significant findings. Please do not call or email the office for results as they will be addressed at your next scheduled appointment.

### Disability, Work or School Forms

All requests for this type of paperwork will be addressed in a timely manner with a minimum of ten days turnaround. We will be unable to complete these requests at the time of your appointment. Fees for these services are listed on the Medical Records Request Form.

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