

## **Office Policies and Procedures**

### **Appointments**

Appointments should be made to address any new problem or concern. Appointments are also necessary for periodic follow-up of chronic medical problems such as high blood pressure, heart disease, high cholesterol, etc. This allows us an opportunity to assess the effectiveness of treatment, evaluate for side effects of medications, and monitor lab work if necessary.

Office visits are by appointment only. In scheduling appointments, it is our intent to see you as soon as possible. Our staff and doctor will make every effort to accommodate urgent and add on requests. Please be aware that due to the nature of our practice, emergencies are common and may cause delays. We will make every effort to see you on time at your scheduled visit. Individuals arriving early for their appointments may not be taken until the scheduled time. This is to avoid delaying other patients unnecessarily. For your appointment, please bring with you all medical reports that need the doctor's review during your consultation. Patients are asked to bring these upon arrival to the office the day of the appointment.

### **Cancellations**

We reserve your appointment exclusively for you. We would request 24 hours prior notice for rescheduling and/or cancellation of an appointment so that another patient on our waiting list may be able to utilize this slot.

### **Physician/Clinical Phone Calls**

Your calls will be routed to the appropriate staff. Complete messages will be taken. Please let us know where you may be reached, including both day and evening numbers. Your call will be returned at the first opportunity. Urgent calls will be immediately routed to the designated staff and prioritized accordingly.

### **Prescription Refills**

For refills, we ask that you provide at least 48 hours prior notice. Refills will be submitted electronically. If there is a problem with the request, you will be notified by the medical assistant. If you have not been seen by the doctor for more than a year, you *will* be asked to make an appointment for further refills.

Prescriptions for medications with the potential for misuse, abuse, and addiction are generally referred back to your Primary Care Physician or the physician who prescribed it to you. These medications are carefully monitored. Requests for refills of these medications will be evaluated on a case-by-case basis. Patients who lie or are otherwise dishonest about their use of these medications will be dismissed from the practice and the proper authorities will be notified if necessary.

### **Testing, Orders, and Results**

Testing will not be performed by a facility without a physician's order. If the testing cannot be done in our office, our staff will give you an order for the test. You must take your physician's order with you to the testing site. Please be aware there is a 48 hour turnaround time for non-urgent calls requesting duplicate copies of original orders from our office. Ultrasounds, stress tests and any other diagnostic results are

generally available within 1 week. Results will be published in your patient portal, unless the doctor needs to review the results with you. If this is the case, an appointment will be scheduled. If you prefer to personally go over results with the doctor, an appointment can be scheduled. If you have not received your results, either by a phone call, via your patient portal, or you have not been given an appointment, please call the office. Please note that all *new* patients requiring tests for further workup will need to return to the office to discuss results and treatment plan.

### **After-hours care**

If you have a medical emergency while the office is closed, you should call 9-1-1 or go to the nearest hospital or urgent care clinic if you can safely do so. If you have an urgent problem that cannot wait until the office opens, you should call the main office number - (305) 412-0998 - and follow the instructions for reaching the doctor on call. You should not call any other office numbers you may have saved via caller ID. Instructions for contacting the doctor on call can only be obtained by calling the main office phone number.

### **Medical Records**

You may request copies of your medical records at any time. Please allow a reasonable amount of time for us to print them and fax/email/mail them if necessary. Copying and postage fees may apply. If you would like your records released to a third party, you must sign a release of information form giving us permission to do so.

In the state of Florida, physicians are required to maintain records for at least seven years. (Florida Admin. Code Annotated r. 61FS 17.005)

### **Patient Portal**

Through the patient portal, you will be able to: request an appointment, request prescription refills, obtain a copy of results, and send/receive confidential messages to the doctor and staff.

### **Hospital Procedure Scheduling**

After you have consulted with our doctor and a cardiac procedure is indicated, our coordinator will assist you in coordinating all aspects. Please do not hesitate to call our office with questions.

### **Financial Policy**

**INSURANCE:** It is your responsibility to verify that we are a participating provider for your insurance plan. As a *courtesy* to our patients, this office always verifies benefits prior to a patient being seen, but ultimately, it is your responsibility to know and verify your health benefits with your insurance plan. Please know that verification of benefits does not guarantee payment of medical services to your physician by your insurance company.

**COPAYMENTS and DEDUCTIBLES:** All co-payments must be paid at the time of service. This also applies to your deductible. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments and deductibles from patients can be considered fraud. Please help us in upholding the law by paying your co-payment at each visit.

**HMO/REFERRALS:** It is your responsibility to obtain a referral and/or authorization from your primary care physician if your insurance carrier requires it for your visits. If you arrive without a referral to your visit and are required to bring one, your appointment will be rescheduled.

**NON-COVERED SERVICES:** You will be responsible for payments of services “not covered” by your insurance plan. It is your responsibility to understand your insurance plan’s benefits and/or limitations.

**PROOF of INSURANCE:** We must obtain a copy of your driver’s license and current valid insurance to provide proof of insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of a claim.

**CLAIMS SUBMISSION:** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company. If your insurance company does not pay your claim within 45 days, the balance will automatically be billed to you.

**NONPAYMENT:** If your account is over 90 days past due, you will receive a letter stating that you have 30 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency.

**RETURNED CHECKS:** Returned checks will be charged up to a \$30 fee for administrative services.

### **Patients Rights and Responsibilities**

We believe healthcare delivery is a partnership between provider and patient. In that spirit of cooperation, we are committed to providing you information to assist you as we work together to facilitate your care.

*As a patient of Rajesh Dhairyawan, MD PA, you have the right to:*

1. Receive considerate and respectful care at all times.
2. Expect that your interactions with our office and information related to your care will be handled confidentially.
3. Obtain complete and current information concerning your medical condition, explained to you in terms that can be easily understood.
4. Participate in decisions regarding your care and treatment.
5. Receive information about the Practice and your rights and responsibilities as a patient.
7. Be accompanied by an individual/chaperone during medical appointments, tests and treatment.
8. Bring forward issues surrounding your care or treatment, without fear of retribution or discrimination and expect issues to be fairly investigated, with follow up/resolution in a timely manner.
9. Receive, with written permission from you or your authorized representative, access to your medical records and any information that pertains to you, except as required or permitted by law.
10. Refuse treatment, providing you accept the responsibility and consequences of your decision.

11. Receive an explanation of your bill, regardless of the source of payment.

**As a patient of Rajesh Dhairyawan, MD PA, you are asked to:**

1. Provide your health care professional with accurate and complete information regarding your personal health, medical history and changes in your condition.
2. Maintain your relations with other treating physicians.
3. Keep scheduled appointments or cancel with as much advance notice as possible.
4. Follow the instructions and treatment plan recommended by your health care professionals.
5. Speak with your health care professional should you have questions or if you do not understand or agree with your medical treatment.
6. Take responsibility for your health by actively engaging in behaviors which will promote a healthy lifestyle.
7. Familiarize yourself with and adhere to the Practices “General Office Procedures and Patient Financial Responsibilities.”
8. Understand your financial responsibilities related to your care and treatment and maintain a current account with the Practice.

**Privacy Notice**

We will maintain the privacy of your medical and personal information in accordance with the HIPAA laws established by the federal government. A copy of the HIPAA regulations is available on request.

**Effective Date**

This notice is effective July 2003