



reena r. patel md, inc

OFFICE POLICIES

Scheduling Appointments

There are two ways for patients to make an appointment:

- Call our office at (626-765-7852) or email us at office@ReenaMD.com.
- Please note that new patients must call the office for their first appointment.
- Visit our website at www.ReenaMD.com to fill out the new patient health form prior to office visit.
- Bring with you a Photo ID (Driver's License), Medicare Card, and your medications/supplements to your visit.

COVID POLICY:

*Please inform us ASAP if you are experiencing any COVID systems as listed on the CDC website <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html> prior to your visit so that we may reschedule your appointment.

*If you have recently traveled or participated in any high-risk activities, then we ask you wait 2 weeks before scheduling an appointment.

To limit exposure and interaction:

- We also ask that you wait in your car upon arrival.
- Please text or call the office to let us know you have arrived and we will let you know when to come up.
- Masks are required to be worn at all times.
- We ask only one additional family member to accompany and only if it is necessary.

Office Hours

Monday: 8:30am-12:30pm, 1:30pm-5:00pm
Tuesday: 8:30am-12:30pm
Wednesday: 8:30am-5:00pm
Thursday: 8:30am-12:30pm, 1:30pm-5:00pm
Friday: 8:30am-2:00pm

Late or Missed Appointments

From time to time, unforeseen circumstances may arise which prevent you from arriving on time for your appointment. In fairness to others, our policy is to accommodate patients who are on time for their appointments. Latecomers will be seen at the first available opportunity.

If you are more than 10 minutes late, you may be asked to reschedule or may have to wait. This enables us to stay on time.

We know that your schedule is busy and that your time is valuable. We make every effort to respect your time and keep on schedule. **If you are unable to keep an appointment, we ask that you kindly provide us with at least 24-hour notice.**

Telephone Calls/Emails/Text Messages

During normal business hours our office staff will answer your call/text/email. However, if we are busy with another patient, on another call, or have stepped out of the office, then please leave a detailed message with your full name, phone number, and the purpose of your call. Unless urgent, we will do our best to get back to you the same day or the next business day.

Please call after hours only for **urgent** matters. If call is for an urgent matter, Dr. Patel or a covering doctor will call you back as soon as possible.

In case of a life-threatening emergency, you should always call 911 or go to the nearest emergency room.

Extended Absence

There are times when Dr. Patel attends medical conferences and takes vacations. In such cases we will do our best to try to notify you in advance via e-mail/phone/in person. Should you experience an urgent matter during her absence from the office, there will be a qualified physician who will be able to assist you. Alternatively, you can visit a nearby urgent care facility. For all emergency situations, you should always call 911 or go to the nearest emergency room.

Prescription Refills

Patients should first contact the pharmacy for refills of prescriptions taken on a regular basis. The pharmacy will either fill the prescription or contact our office to request an authorization. If our office has not seen you within the past six months, you may be asked to schedule an appointment in order to obtain a medication refill. Similarly, prescription refills for medications that you do not take regularly or have been prescribed by another doctor typically require an office visit. To prescribe or refill an antibiotic, an in-person evaluation is necessary. Our policy is to not prescribe new medications over the telephone, unless discussed at a prior office visit or unless absolutely necessary. Otherwise, for medical legal reasons, we are required to evaluate you prior to writing a new prescription.

***NOTE:** Do not prescribe chronic pain management medications or diagnose and initiate medications for ADHD/other severe mental illnesses, except for Depression/Anxiety.

Insurance Coverage

Membership-based practice. Only insurance accepted is straight Medicare.

**Please review the office agreement to learn more about Direct Primary Care membership(s).*

For Medicare patients only:

Insurance information will be updated annually. Please present your insurance card at each appointment. A Photo ID (Driver's License) is required at your first visit and a picture maybe taken for your medical record.

If our office is unable to verify your insurance eligibility, you will be required to pay for your office visit at that time.

You are responsible for paying all co-pays as well as for any non-covered services. Insurance companies stipulate that we cannot waive co-pays, co-insurance, deductibles or payments for non-covered services. Failure to pay your portion of services rendered will be reported to your insurance company. Any outstanding balance will also be requested when you check in for your visit. **It is your responsibility to know the details of your insurance coverage and to notify us of any changes to your policy.**

Methods of Payment

We accept cash, personal checks, debit cards and credit cards (Visa, Master Card, Discover).

***A 2% service fee will also be charged for any Credit Card or Debit Card transactions.**

We may ask to keep a Credit Card Authorization form on file for patient convenience. This gives us permission to keep your credit card on file and automatically bill your credit card for any balance due on your account, any co-insurance and/or deductible you maybe responsible for, after billing insurance. When appropriate, this account will also be used to pay for returned checks, form-completion fees, telephone consults or e-visits, etc. The Credit Card or Debit Card information will be stored in a secure HIPAA compliant manner. When we charge your credit card, a receipt by the e-mail can be provided.

For Medicare only: Your policy is a contract between you and your insurance company. As a courtesy, we will file a claim on your behalf. However, if your insurance does not pay within 45 days, you will be responsible to pay the balance of any unpaid charges. Invoices that are not paid within 60 days will be turned over to internal collections. Invoices that are not paid within 120 days are subject to patient dismissal, submission to a collection agency and notification to your insurance company.

Additional Fees

- **Returned Checks:**

If your check is returned to us for any reason, you will be charged **\$30** in addition to any bank charges incurred.

- **Completion of Forms:**

For **members**, there is a **\$25** charge for every initial Disability Insurance Claim, Travel/ESA/Jury letter, if deemed necessary.

For **non-members**, there will be a **\$45** charge in addition to your office visit charge for filling out forms (*paper or online*), such as Disability Insurance Forms, School or Work Health Forms, Travel Forms, Prior Authorizations, and other third-party forms.

- **Medical Records:**

We will provide to you, upon written request, an electronic or paper copy of your medical record.

There will be a **\$25** charge to provide the record to you, your insurance company, or another provider to whom we have not referred you for treatment.

Confidentiality and Its' Limits

Our discussions are strictly confidential and will not be shared with anyone without your express written permission.

There are, however, certain exceptions that you should know about:

- We are required to report suspected cases of child abuse to the police and to the Child Protective Services Division of the Department of Public Social Services.
- We must report spousal abuse and elder abuse to the police.
- We may need to contact public safety officers if we believe that a patient may be in imminent danger of harming themselves or others.
- We are obligated to attempt to warn and protect intended victims if we have reason to believe a patient is likely to inflict bodily harm on someone else.
- We may be ordered by a court of law to testify or to release medical records.
- We may need to notify public health of any reportable communicable disease.

Confidentiality With Adolescent Minors

Parents are often understandably curious and concerned about the treatment of their children. It is our position that young people need to develop trust in their doctor and need some degree of security and privacy to do so. We encourage teenagers to share information about their health with their parents or guardians. However, there will be some issues that your child would rather talk about with a doctor, nurse, or counselor. California law allows teenagers to receive some health care services on their own. Health care providers have to keep those services confidential. Permission from an adolescent minor is required before information can be released to their guardians.

This includes:

- The prevention or treatment of pregnancy or sexually transmitted diseases (STDs) and other contagious diseases
- The diagnosis and treatment of sexual and physical abuse
- Care and counseling for drug or alcohol problems

Anti-Discrimination Policy

As a health care provider, we do not discriminate against any person on the basis of age, gender, race, color, national origin, disability, religion, or sexual orientation.

Patient Dismissal

While we make every effort to work with you, sometimes it is best for all parties involved to part company. If you are dismissed from the practice, you will be allowed a 30-day grace period for urgent treatment in our office. After that time, you will be required to seek the services of another physician at another office. Reasons for dismissal may include but not limited to: failure to keep appointments, noncompliance, abuse of staff, and non-payment.