



Rheumatologist OnCall, PC | Privacy Officer: Diana Girnita

Address: 19712 MacArthur Blvd., Irvine, CA, 92618, USA

Phone: Phone: 650-525-4404 | Fax:(650) 582-2895 | Email: [Contact@rheumatologistoncall.com](mailto:Contact@rheumatologistoncall.com)

## Rheumatologist OnCall® PRACTICE POLICY

### Office Hours

#### Monday to Friday:

##### Telemedicine / online consultations

9 am-5pm PM (PST)

##### Mondays and Wednesday:

In-person appointments (per request after booking your appointment)

19712 MacArthur Blvd.

Irvine, CA, 92618

**Phone service** from 9 am to 5 pm PST

Lunch Break 12-1pm PST

### Scheduling Appointments

- Time listed for appointments in our calendar is **Pacific Standard Time**, please adjust to your time zone.
- **New patients**
  - New patients may book their appointments via our website: <https://rheumatologistoncall.com/> at any time (available 24/7) Or Call our office number at 650-525-4404 between our hours of operation.
  - You DO NOT require a referral from your Primary care physician or another specialist to book an appointment. You may be a self-referred patient.
  - Before you make your first appointment, we strongly encourage you to read this webpages about [Your First Visit](#) and understand [How Our Practice Works](#).

*Revised September 2023*



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- Prior to your first appointment make sure you sign all the documents sent to you, set up your Patient Portal and upload any medical records available for the physician to review.
- For telemedicine appointments you will receive a ZOOM Link into your email/ text 3 days before, 1 day before and one hour prior to your visit.
  
- **Return/ members of our practice**
  - You can use our website, call our office or you may schedule your follow up appointment in our Patient Portal Elation.
  - Make sure you complete the “Return visit” forms and update us regarding new medical diagnosis and any changes in your treatment.

## NO SHOW Policy

All NEW and RETURN patients will be charged for missed appointments.

- The fee for **NEW patient NO SHOWS is \$100.00.**
- The fee for **RETURN patient NO SHOWS is \$50.00.**

Payment for missed appointment charges will be due at the time of your visit and will be charged on the credit card on-file.

## Cancellation Policy

- We request that you provide us with a minimum of **48 hours’ notice** if you are unable to attend a scheduled appointment. If we do not receive 48 hours’ notice, you will be charged a **missed appointment fee of 50\$.**
- **Reminders:** We want to help you keep your appointments. Appointment reminder email/ texts will be provided 3 days, 1 day and 1 hour prior to your appointment. Even though we make every attempt to reach patients, it is the responsibility of the patient to records the date and time of their appointments.

## Late Show Policy

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Please arrive on time for your appointment. We **do not accept any a delay of more than 15 minutes**. If you are late for your appointment, then you should email or call our office *at least 1 hour in advance*.

If you are late for your appointment, the time allocated to your appointment will not be extend, as we have patients scheduled and we cannot delay other patient's visits. If you prefer to have the full time of the appointment, consider rescheduling.

***Multiple missed visits are grounds for dismissal from the clinic.***

### **Financial Responsibility**

- We do not contract with any commercial insurances. We are opted out Medicare. However, you may still use your insurance for services such as laboratory, imaging services or medications outside of our practice.
- In exchange for Services, you agree to pay Practice the fee for service or the monthly membership then in effect at the time you receive care.
- You are responsible to have a valid credit card on-file that could be charged at the time of the service. All the fees for our services are listed and updated on our [website](#).
- Insufficient funds or chargebacks may result in a charge on your account, and overdue accounts may be subject to interest.
- You agree to keep your account current and pay fees and charges when they are due.

**Non-Participation in Insurance.** You acknowledge that neither Practice, nor its providers participate in any public or private health insurance or HMO plans. Neither Practice nor its providers make any representations regarding third party insurance reimbursement of fees paid under this Agreement, and such reimbursement is not anticipated by this Agreement. If you have a health benefit plan or insurance, upon your request we will provide you with documentation so you may submit for your own reimbursement. You are responsible for payment in full at the time Services are rendered.

**Non-Participation in Medicaid.** You specifically acknowledge that Practice and its providers do not participate in any Medicaid program. Under Kentucky state law, non-participating healthcare providers cannot provide medical services to Medicaid recipients. This means that Medicaid cannot be billed for any Services performed

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under this Agreement. Further, you agree not to bill Medicaid or attempt Medicaid reimbursement for any such services. By signing this Agreement, you specifically acknowledge and agree that you are not currently a Medicaid recipient and if you become a Medicaid recipient in the future, you will promptly notify Practice and transfer your care to another provider.

**Non-Participation in Medicare.** You specifically acknowledge that Practice and its physicians do not participate in the Medicare program. This means that Medicare cannot be billed for any Services performed under this Agreement. Further, you agree not to bill Medicare or attempt Medicare reimbursement for any such services. By signing this Agreement, you specifically acknowledge and agree that you are not currently a Medicare beneficiary and if you become a Medicare beneficiary in the future, you will promptly notify Practice and transfer your care to another provider. You will be required to sign a Private Contract with Medicare Beneficiary before your first visit.

**Disclaimer of Non-Insurance.** Our practice is not offering insurance coverage, it is not a health insurance plan, PPO or HMO plan, prepaid health plan, or substitute for healthcare coverage (collectively, "Insurance").

### **Imaging and Laboratory services**

Labs Orders are placed at the time of your visit, not between your visits, unless agreed by the physician. **We are not ordering labs without a consultation with our physician.**

#### **Options:**

- **QUEST Diagnostics:** We have a national account with QUEST diagnostics and orders are sent electronically to Quest. You may use your insurance to pay for laboratory services or you may ask us for the CASH price, at very discounted rates (especially if you have a High Deductible Insurance Plan or NO insurance).
  - For new patients: we do offer one time chance to benefit from very discounted pricing.
  - For members: unlimited access to preferential pricing for labs

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- We share the price of the laboratory services prior to your visit to the lab.
- Check out the closest location for you.
- <https://prereg.questdiagnostics.com/as-home>
- **Laboratories of your choice:** After the order for labs is placed, it will be sent to you via the Patient Portal (Elation), and you may use it at your preferred laboratory location. You can also let us know, and we are happy to fax it to the preferred laboratory location.

### **Lab results**

- Lab results are generally discussed at the follow up appointments. Nonurgent lab discussions about complex rheumatologic lab results occur with the physician at your scheduled appointment.
- For members of our practice, they will receive the lab results and relevant comments and recommendations via Patient Portal in 24 hours after we receive them
- For urgent lab results, you will be contacted via text, email or phone by our office. If you see an URGENT message from us, contact us immediately to confirm that you received the message.

### **Imaging Studies**

- Imaging studies **are discussed and ordered at the time of your appointment**, not in between appointments.
- Once we receive the results, we report your imaging results by Patient Portal, unless there is an emergency, and we will call you. We can share your results by fax, to another healthcare provider or for your personal records.
- Results of any other tests or imaging ordered by another physician will need to be relayed and explained by the ordering physician. If you need explanations, we can review them with you only during the time of the appointment.

### **Prescriptions**

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- All medications are sent electronically through the electronic health record to the preferred pharmacy indicated on your New Patient Forms. If you require use of a mail order pharmacy, be sure to remind the use of this preference so it will also be added to your chart. We make every effort to provide 90-day supplies to adherent patients for optimal convenience and compliance. Be sure all of your requested refills are sent before you leave your appointment to reduce any delay in your medications between visits.
- Requests for medication refills are processed during normal business hours, not in the evening, on weekends, or holidays. Please be aware that it may take up to 3 business days to have your prescription refilled. Accelerated or after-hours refill requests may incur an additional administrative fee.
- **Controlled Substances.** It is not our policy to prescribe chronic controlled substances on your behalf, including commonly abused opioid medications, benzodiazepines, and other stimulants. If we do prescribe this class of pharmaceuticals for you, you will be asked to sign and honor our Controlled Substances Agreement.

## **Medical Records/ Letters and Additional Forms**

- If you require copies of your medical records, we must receive your request in writing before we can release them. Your medical records may be shared with any physician you indicate on the appropriate paperwork at your clinic visit, with any physician that has referred you to us, or with any physician we refer you to.
- We can share the medical records to you via the patient portal or fax. If you have extensive medical records, more than 100 pages, you will be charged \$30 fee.
- Forms and physician letters will be billed according to complexity. For new patients and patients that are under a fee for service plan, the fees range between \$50 -\$100, billed per time required to prepare. No fees will be charged for the members of our practice.

## **Urgent and Emergent Instructions**

- **Urgent Care Instructions.** Practice operates during regular business hours and

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is **not available for care that requires immediate or urgent attention**. We kindly ask that you limit after-hours, weekend, and holiday communication to urgent situations that cannot wait until the next business day. If you are experiencing an urgent healthcare need that cannot wait up to 48 hours for a response, or the next regular business day including holidays, whichever is later, then you should immediately call or present at your local urgent care center.

- **Emergency Care Instructions.** If you are experiencing a medical or psychiatric emergency, you should immediately call 911 or visit your nearest emergency department. If you should ever need it, the National Suicide Prevention Hotline telephone number is (800) 273-8255.

A change to this Private Practice Policy can be made at any time and we will share that with you 30 days in advance via the email that we have on file and via the Patient Portal. It will be your responsibility to review it carefully and entirely. This form will also be listed on our website <https://rheumatologistoncall.com/>

Special Notice for California Residents: Medical doctors are licensed and regulated by the Medical Board of California available by telephone at (800) 633-2322 or online at [www.mbc.ca.gov](http://www.mbc.ca.gov).

If you are browsing or partially using our website, please make sure you read carefully and entirely the **Web and Mobile Privacy Policy**. If you are using our telemedicine services, please read carefully and entirely the Telehealth Consent. If you have additional questions, you can email us at [contact@rheumatologistoncall.com](mailto:contact@rheumatologistoncall.com) .

Additional information about how we work you will find here and on our website.

## **How We work?**

**Initial Visit** will be charged at the fee-for-service in effect at the time services are rendered. You will be made aware of this fee in advance of services being provided, and payment is due at or before the time of your initial visit.

- A Fifty Dollar (\$50) deposit is required to reserve your appointment. This amount of Fifty Dollars (\$50) will be deducted from the cost of your first appointment. The Fifty Dollar (\$50) deposit will not be refunded if the initial visit is cancelled with less than Forty-Eight (48) hours of advance

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notice to the Practice.

- If you have a non-governmental health benefit plan or insurance, upon your request we will provide you with documentation so you may submit for your own reimbursement. After your initial visit, you may elect to continue to receive and pay for care on a fee-for-service basis or the direct care membership.
- All the fees for our services are listed on our website and are subject to change.

### **Fee-for-service benefits vs Direct Care Membership**

- **Fee-for service benefits** will incur multiple Itemized Charges, as set forth on the website. Itemized Charges typically includes a monthly patient portal access fee (currently \$10/month), hourly charges for record review (currently \$300/hour), care coordination charges billed in Fifteen (15) minute increments (currently \$399/hour or \$99.75 for each quarter of an hour), the initial or follow-up visit charges (currently \$499 or \$299, as applicable), and provider access by phone or email charged in Fifteen (15) minute increments (currently \$399/hour or \$99.75 for each quarter of an hour). It is your responsibility to check on updates related to the fee for service prices.
- **Direct Care Membership.** Practice understands the financial realities of chronic care management and to make ongoing care more affordable, Practice offers a monthly Membership that automatically renews on a month-to-month basis.

Your Membership includes the following services:

- **Online/ Telemedicine Consultations.** Our practice provides primarily telemedicine/ virtual care services. Your time is valuable, and so you may choose to receive your care virtually via telephone, text, or video call. We consider Virtual Care a vital part of your membership and we are swift to respond to your needs.
- **In-Person Office Visits.** If you choose to be seen in our office, we will always schedule sufficient time to thoroughly discuss your healthcare. You will need to travel and decide to be seen in person.
- **Specialty Care Coordination.** If your care requires the services of medical specialists outside of Practice, we will make every effort to source the appropriate referral for you and process the referral expediently. Once the specialist consultation is complete, we will continue to work with your specialists to coordinate care with our office. While hospitalist and skilled nursing facility care are not a part of your membership, if you are admitted to the hospital or skilled nursing facility, we will work diligently with those providers to facilitate the best care available.
- **Access to discounted prices for laboratory services** .You will be made aware of the fees for Itemized Charges in advance of the services being performed. Payment for Itemized Charges is due at the time services are rendered.

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- **Additional benefits are listed on the website.**