

OFFICE POLICIES

You are responsible for reading and understanding the following policies. We will be happy to help you with any questions you have.

IN A NUTSHELL

- We appreciate having you for a patient!
- I don't fill prescriptions between visits because I write your script to cover you to the next visit. If you need a refill, make an appointment. In advance of running out of your medications.
- Bring all meds and supplements to every visit, even to a follow up. You just never know when you'll have a question about brand, dosing and interactions that I can't answer without the bottle. Photos of front and back labels are fine.
- Please be on time for your appointment. Late cancelations and no-shows are assessed a \$75 fee.
- If you haven't done my paperwork for the appointment, please arrive 30 minutes early.
- If you have paperwork from outside (for example, physicals, state forms) complete your part before arriving. I'll take care of the medical part and my signature and the date. The rest is yours.
- I'm out of network for private insurance. That said, they are likely to reimburse you for all or part of my visit charges. Ask for details.
- I don't take government insurance (for example, Medicare, Medicaid, Tri-Care) because to do so is unethical. That said, we have options for those covered by such insurance. Ask for details.
- I'm available to you for brief exchanges by email (drsue@doortodoormedicine.com) and Google voice (914-357-5681). I can help with medical problems during business hours M-F 8-5. Outside those hours is at my discretion. If you need care outside my office hours and business hours, seek urgent or emergency care.
- Exchanges by phone and email in excess of 10 minutes will be billed at the fraction of my hourly rate.

Susan M. Overkamp, DO
Door to Door Medicine
524 Bailey Road, Crystal City, MO 63019
636.638.1808. office open Wed, Thur, Fri
914.357.5681 leaves voice, text, email message
drsue@doortodoormedicine.com
02.26.19

- You are responsible for knowing my office policies and adhering to them. Please read on. Thank you!

Accuracy of Information

Patients are responsible for the accuracy of the information they provide.

Emergency or Urgency

This facility is not designed to respond to emergency situations and such services are not provided by Susan M. Overkamp, DO. Patients agree to seek emergency or urgent care as needed at an emergency department or urgent care facility. **For an emergency, dial 911 or go to the nearest emergency room.** (Same-day appointments may be available at Dr. Overkamp's discretion at the end of the day for current patients' acute limited concerns but never for emergencies.)

Hospitalization

Dr. Overkamp does not provide inpatient care. Should the need for hospitalization arise, the hospital will assign a physician to care for you during your hospitalization.

Cancellations

Late cancellations (less than 24 hours) and missed appointments will result in a \$75.00 charge.

Payment

Patients agree that

- Payment is due in full at the time of service by cash, check, credit or debit card.
- Checks returned for non-payment will be charged \$75.00 plus any bank charges incurred as a result. In addition, the original amount will still be due immediately.
- Patients may submit their bills **to private insurance only** for out-of-network reimbursement. Patients with private insurance may contact their insurance company prior to the visit to ask any questions about reimbursement.
- A third-party biller is available to process a private insurance claim for \$10.00 per claim.
- **Patients who are Medicare or Medicaid beneficiaries agree to NEVER PRESENT ANY BILL under any circumstances to Medicare or Medicaid for any services from Susan M. Overkamp, DO.** (However, labs and studies ordered by Dr. Overkamp such as X-ray or MRI and prescriptions are covered by Medicare as usual.)

Payment Guarantee

The patient is personally responsible for any and all charges and guarantees payment of all charges. In the event that this account is placed with a collection agency or

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attorney for collection, the patient pays all collections fees and costs, including reasonable attorney's fees.

Regular Fees

- 40-minute visit or less = \$100
- 60-minute visit = \$135
- 90-minute visit = \$195
- Frequent phone calls or emails will be billed at above rates.
- Emails, doctor replies, or phone calls longer than 10 minutes will be billed at above rates.
- Extensive care coordination may be charged at the above rates.
- Record copying is \$25 plus applicable postage.

Follow-up Fee Packages (Fees for **treatment only**. When changes to the current plan of care are needed, fees are at the above regular rates, including the time for any treatment.) When you purchase treatment visits as outlined below, the visits do not expire and may be used by any member of your family who is an established patient.

- 6 follow-up visits for treatment = \$450 (\$75/visit)
- 5 follow-up visits for treatment = \$400 (\$80/visit)
- 4 follow-up visits for treatment = \$340 (\$85/visit)

Visits

New patient appointments may be up to 90 minutes. Please allow enough time.

Medical care is not provided by phone.

Prescriptions will not be refilled between appointments. This includes pharmacy refill requests as well as herbaceutical, nutraceutical, and remedy prescriptions. **Refills are done at the time of appointment only.** Please plan accordingly.

Attention: Completion of all forms will be done **during** your office visit. If you need a form completed, you must first fill out ALL of your portion of the form **before submitting it to the front desk** before your office visit. This includes physical forms.

This office does not write letters to insurance companies or do insurance billing.

Email and Texting

Patients understand their protected health information (PHI) may be transmitted via email, fax, cell phone, computer application and/or other electronic means of

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communication. Once PHI leaves the offices of Susan M. Overkamp, DO, the privacy of PHI is not guaranteed.

Clinic Environment

This clinic is a place of health and healing. We are all responsible to see that our words and actions arise out of this spirit. Behavior that is disrespectful, disruptive or otherwise inappropriate has no place in the clinic. Refusal to abide by the letter and the spirit of this law is grounds for dismissal from the practice.

Patients and doctors who **do** abide by both the letter and the spirit will have themselves and one another to thank, as they enjoy the environment of mutual respect and care that is our hallmark. Especially when conversations become crucial, we strive to be at our best.

It is the patient's responsibility to be thoroughly familiar with the above policies and to comply with them.

Patient signature on the patient profile consent form gives consent to these policies.

Please keep a copy of this document for your records.

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