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## OFFICE POLICIES 04.07.2022

### IDENTIFICATION

We require photo ID if using insurance and /or prescribing narcotics and controlled substances. This is to prevent insurance fraud and illegal trade of controlled substances.

Commonly acceptable ID include:

US Passport, driver's license, state identification card, social security card, original or certified copy of birth certificate, permanent resident card, foreign passport.

### PHONE NUMBER

We also require that you have an emergency contact phone number. It does not have to be your phone number, but someone we can reach in an event we need to contact you urgently.

### PROBLEM VISIT VS. PREVENTATIVE VISIT

A problem visit requires evaluation and treatment. Preventative visits (annual physical, annual well woman exam) do not involve evaluation or treatment of problems or concerns. They are for evaluating weight, immunizations, screening for cancers at age appropriate times, and preventative blood work or tests.

Sometimes a patient may ask to have problems evaluated during a *preventative* visit. If there is only one problem that is minor then there will be no extra charge. If the problem requires extensive evaluation (imaging orders), referrals to specialists, and/or extra laboratory analysis to diagnose, patients will be required to pay the patient responsibility or copay. If there is more than one problem patients will be asked to pay the copay during preventative visits. The doctor retains the sole right to decide what is a minor problem. If patients would like to avoid being charged during preventative visits, please make a *separate* appointment to discuss problems or medical concerns. This is due to insurance regulations and protection against billing fraud.

### FOLLOW UP APPOINTMENTS, REFILLS, AND REMINDERS

Follow up appointments are encouraged to be made at the end of each appointment in order to manage problems effectively. Follow up appointments are required for refills of medication. This is due to regulations which require an examination prior to prescribing medications. As a result, medications may no longer be refilled without the appropriate follow up.

As a courtesy, the office may send generic email reminders or call patients to remind patients to follow up their chronic problems. It is, however, the **patient's responsibility** to follow up on medical problems. If there are abnormal labs, a follow up appointment is required to discuss treatment options or explain results. If labs are normal and no follow up appointment is made by the patient, then the office will not call to ask for follow up appointments. Laboratory results can be obtained via the doctor's patient portal, or patient portal of Bioreference, Quest, or Labcorp. Patients may also request copies from the office. Written referrals to specialists require an appointment.

If patient requires a refill of medication and requests over the phone, **please allow 3 business days to process the prescription refill request.** Patients may be denied refill requests over the phone and asked to schedule an appointment for refills due to the need to monitor effectiveness and side effects of medications.

#### RECORDS / LETTERS/FILL FORMS REQUEST

Records and results may be charged a copy and/or processing fee depending on how extensive records are. Doctors letters/fill out form are subject to processing fee as well. Please allow 5 business days to process.

#### PAYMENT POLICY

Thank you for choosing to see me. In order to help keep the practice running, please be financially responsible for your part of the medical costs.

- 1) If you choose to use your insurance, and you have not yet met the deductible, you may be responsible for medical fees incurred during the visit. At the time of the visit your share of the costs will be given to you and payment will be made before the visit.
- 2) Copays and patient responsibilities should be paid before seeing the doctor.
- 3) There is \$40 fee for not canceling/rescheduling an appointment within 24 hours of the appointment or not showing up to an appointment. This is to be fair to me and my other patients who may want to see me during that time. Not showing up to an appointment means if the appointment time has passed and the patient has not arrived inside the office. Late fee is subject to change.
- 4) You may choose to opt out of using your insurance, if desired. No claim will be filed to your insurance, and the amount paid will NOT apply to the deductible.
- 5) If you do not pay your bills in a timely fashion (30 days) you may be charged a surcharge of 10% for each 30 days you are late. Nonpayment of bills is a legitimate reason why we may deny you a follow up appointment, refills, etc. You must pay balance before making a new appointment. Bills are usually sent via SQUARE or KAREO through email. Our billing companies are subject to change. Paper bills will only be sent at the discretion of the billing department/Doctor and generally are not sent. We also have the right to call you to collect payment. Nonpayment of bills may be sent to a collections company and may harm your credit report.
- 6) Forms fees. If you wish the doctor to fill out a form, best way is to make appointment. If you wish doctor to fill out a form without an appointment, and it is feasible by the doctor's discretion to do so, then you may be charged a form filling fee of \$40 which is subject to change.
- 7) Telehealth fees will be collected before the visit. Receipts will be given only by email or text.
- 8) In general receipts will be given by email or text only. Paper receipts and special detailed claims/accounting information may be given upon request. Paper receipts will only be given in person for the transaction that occurred in person. We do not mail receipts. Detailed accounting information (for HSA/FSA reimbursement, etc) will be sent via PDF to your email, or if you are the office, we can print one as well.

9) We may send invoices if you prefer to pay online prior to your telehealth visit. These must be paid before doctor sees you.

10) Fees are determined by the insurance company. Please read your explanation of benefits that come in the mail. This will allow you to see if we have charged you correctly.

11) Negative balance. Sometimes we may have charged your copay /patient responsibility but the insurance deemed you did not need to pay. We do our best to prevent this, but sometimes it happens. We will routinely hold onto sums of  $\leq$  \$40 unless specifically requested given the expense in credit card fees. These excess payments will be applied to your next visit charge. Payment will be returned in terms of original payment method if requested.

#### NO SHOW POLICY

No show means that patient has an appointment but did not come or call ahead in timely fashion as mentioned earlier to cancel. No shows may be charged a fee. If a patient has no showed 2x or more you will be subject to appointment restrictions: such as (but not limited to) no Saturday appointments and only able to book double booked time slots.

#### MEDIA POLICY

There shall be no recording (either sound or visually) during the office visit unless mutually agreed upon by the physician and patient.

#### TREATMENT OF MINORS

Minors must be brought in by their legal guardians. Minors have not reached the age of consent. If you are not the legal guardian, but plan to bring a minor patient in, please bring a signed and dated note from the legal guardians stating that you have the right to consent to treatment for that child – EACH VISIT. Patient will NOT be seen if there is no note. First visit must be with the legal guardian, unless prior arrangements with the office have been made. (Prior arrangements can include obtaining credit card information from legal guardian, ID, filling out new patient forms, and insurance information from legal guardian). I will discuss treatment plan with whoever brings in the patient. It is the responsibility of the guardian to ask whomever is bringing the patient concerning the treatment plan. If there is a question regarding treatment, the legal guardian can always call or contact the doctor/office.

#### NEW PATIENT CONTROLLED SUBSTANCES POLICY

New patients will not be prescribed controlled substances on the first visit, unless they come with records from previous doctors and proper identification as defined by the DEA.

#### VIOLENCE AND AGGRESSION POLICY

Purpose: to educate the patient on what is acceptable and unacceptable behavior at the clinic.

Definition:

Violent behavior can be verbal or physical. Verbal types of aggression can include (but not limited to) threats, cursing, disparaging comments, threatening postures, rude/inappropriate gestures, and verbal sexual harassment. Physical violence includes (but not limited to) physically harming the physician, throwing objects, using a weapon to threaten the physician or staff, or sexual harassment. Inappropriate removal of clothing that is not medically indicated also constitutes sexual harassment. Patients, however, can bring a chaperon to the clinic. If a patient requires a chaperon, then they must supply their own. Treatment can be denied if patient requires a chaperon, but does not supply their own. Black mailing and threatening the physician in order to obtain various types of medical services is also considered a violation of this policy. The physician reserves the right to call law enforcement if a patient violates this policy.

Violence will not be tolerated at the office. One violation is enough to require a patient to find a new primary care physician. Attempts will be made to help the patient find another primary care physician if they desire.

#### COMMUNICATION POLICY

You may use the patient portal to communicate nonurgent health issues/questions with the doctor your private health information. Please understand that there will be a delay in responding to nonurgent questions. ALWAYS CALL if you have an urgent health concern. Please do not use regular email to communicate with Dr. Hall as it is not HIPAA compliant and is more likely to be seen by others. Please direct scheduling issues to front staff, do not call on call physician about scheduling issues.

#### PATIENT TERMINATION POLICY

You have the right to terminate your relationship with Dr. Hall at anytime. Please let us know that you will no longer wish to receive care from Dr. Hall. Please update your contact info and we will send you a letter to confirm your decision.

The physician may also terminate your relationship with you as a patient under certain circumstances. These include, but are not limited to: violence, not paying outstanding bills within 60 days, and failure to comply with treatment or recommendations. In addition, consistently not coming to appointments, canceling appointments or rescheduling will also be grounds for termination. This means that if you have failed to attend an appointment (either by cancellation, no show, or reschedule) for 5 times, we will reserve the right to termination. We will continue treating your urgent issues if you so require. Except for violence/aggression, you will receive 60 days notice of termination in which time we will help you find another doctor. Law enforcement will be informed in cases of violence.

Effective immediately.