

O&O Office Policies and Procedures

O&O is devoted to helping you to achieve optimal health through customized patient care. Please review carefully as there are changes and new policies implemented. The following policies and procedures are intended to help us serve you better.

Website

General information about our practice, such as directions, office hours and closures, and patient forms are available through our website. Please visit www.oandoalpan.com before your visit.

Office visits

It is important that you thoroughly read and complete all documents in your new patient packet. In order for you to have an effective and productive first visit, intake and consent forms must be completed and mailed or emailed to our office at least 2 days prior to your appointment.

Our office visits, especially genetic visits require an extended amount of time, as most of our patients are extremely complicated. Kindly be prepared to spend at least two hours or more for your initial visit. If you are traveling from out of town, you may need to stay overnight. Sometimes specialized genetic /infusion visits may require more than one day, especially if further studies are to going to be completed.

Consultations

At O & O, there may be different providers assigned for your initial consultation.

Nurse Practitioner or Genetic Counselor to Physician

Our Nurse Practitioner to Physician consultations involves an extensive baseline assessment, and, includes a medical history physical examination, laboratory work, and specialized testing, if necessary.

Similarly, our Genetic counselor will obtain an extensive medical and family history and construct a family tree (pedigree), discuss genetic risks, and available testing with you.

The Patient Care Coordinator will schedule a follow-up appointment with the physician (approximately 3-5 weeks later) to review the results of your assessment. New Patient consultations with the Nurse Practitioner are typically available within 1-2 weeks of initial inquiry.

Physician Consultation

Our physician consultations will include an extensive medical consultation. During this visit, appropriate testing will be ordered, and a diagnostic and/or a treatment plan will be discussed with you. You will follow-up with your physician (approximately 3-5 weeks later) to review the results of these tests. Physician consultations are typically available within 1-3 months or sooner if there are cancellations.

Laboratory/Diagnostic Testing

Laboratory/Diagnostic testing is essential to evaluate the cause of your symptoms, and play a critical role in your treatment and follow up plan. Most initial genetic screening tests require a 12-16 hour fast. You can continue to consume water or non-caffeinated diet drinks while fasting.

Our extensive **immunology laboratory** assessment is a specialty panel and must be completed in our office. The staff will review the details of testing after your medical consultation and before the labs are obtained.

In a follow-up visit, we will review and interpret the results of your testing and further develop your personalized clinical management plan. Please note that **we will not** be providing laboratory results via email, fax and/or phone before this visit.

Confirmation, Timely Arrival and Cancellation of Appointments

Our office staff works diligently to accommodate your schedule when offering appointment dates and times. We will confirm your appointment at least 48 hours prior to your visit. Please arrive on time for your appointment. **If you are more than 15 minutes late, your appointment may be rescheduled.** If for some reason you must cancel your appointment please notify the office at least 24 hours prior to avoid a cancellation charge.

Cancellation and No Show Fees

We request that if you must cancel your appointment, you kindly provide us at least 24 hour notice (48 hours for treatment appointments). All appointments canceled or rescheduled within the same day of the service without a special and unavoidable circumstance, will be subjected to **cancellation fees**.

- Office follow up appointments - \$35.00
- Treatment appointments – require 48 hours in advance notice - \$125.00
- New Patient consultation - \$75.00

Patients who do not show up for their appointments will be charged a “**No Show**” fee.

- Office follow up appointments - \$50.00
- Treatment appointments – require 48 hours in advance notice - \$175.00
- New Patient consultation - \$100.00

Payment Options

Our office accepts cash, checks or credit cards (MasterCard, Visa) for the services rendered. Payment is due on the day of service. We will itemize and review your charges before collecting your payment. The incurred charges will then be billed to your credit card, unless you provide another form of payment.

Insurance Information

While O&O accepts most insurances and Medicare plans, we cannot guarantee that services (office visits, consultations, laboratory/diagnostic testing) will be reimbursed by your health insurance. There are too many factors that determine an exact cost or even an estimate on how much you may have to pay. In your invoice, we will provide the diagnosis and procedure codes, so you may inquire with your health insurance about their reimbursement rates. If you are self-insured (paying out-of-pocket) or have a high deductible, please ask about our self-insured discounted rates and payment plans.

Specific Prescription Refill Requests

Prescriptions are written to provide you an adequate amount of refills until your next scheduled office visit. If you are unable to come to this visit, a one-time refill may be issued (if deemed medically appropriate and at the discretion of the provider) to allow you to re-schedule the missed appointment. If this re-scheduled visit is again missed, we will not issue any further refills until you are seen in the office. You may call the office, and request to speak with the Patient Care Coordinator or the nurse for prescription refills. It may take up to 24-48 business hours (or longer if requested on a Friday or a Holiday) to process a prescription refill. Please plan ahead to avoid an interruption in your prescriptions. Prescription refill requests can be faxed to our office by the pharmacy. We recommend initiating a prescription refill request at least one to two weeks before you run out of your medication.

Follow Up Visits

After the initial New Patient visit, your provider will determine your follow-up schedule. In general, your next visit will take place within weeks to two to three months. The interval and the number of follow-up visits will depend on your individual needs and the complexity of your medical condition. Follow up appointments are essential to track your course and assess the adequacy and safety of your treatment plan. Most of our patients are followed at 3-to-6 month intervals.

Medical Records and other document requests

Before your visit, your provider will need to review your past medical records and studies. We will kindly ask that you obtain a copy of your medical records and submit them to our office at least 2-3 days prior to your initial appointment. You must give permission to release medical records to us; a "Medical Records Release" form (located under Office Forms)" needs to be completed and presented to your referring physician. If you are requesting Medical Records to be released from O&O, please note that it may take up to 14 days, so please plan accordingly. Please also note that certain fees apply to copy, transmit or mail your records. Please inquire before your records are sent out: Medical records will be sent to other physicians at no cost after obtaining a valid medical record release form. The following fees (under the VA code Section 8.01-413) will be charged for the records requested for personal use. Payment is required at the time when the records are requested.

- All shipping and postage costs and \$10 handling fee
- \$0.50 per page up to 50 pages then \$0.25 thereafter

Please allow up to 14 business days for records to be ready for picked up (fee will be collected at pick up time) or shipping (fee will be collect before shipping)

Below are the fees and preparation times for frequently requested documents

- Doctor's note for attestation of patient visit; Day of service, No charge
- School Medication Forms and Treatment Plans: allow 7 to 14 business days for processing, No charge
- Physical Education or School Letter: allow 7 to 14 business days for processing; \$30 fee
- Camp forms: allow 7 to 14 business days for processing; \$30 fee
- Social Security or Permanent Disability Application Forms: allow 14 to 30 business days for processing; \$75 fee
- Short term disability application form: allow 14 business days for processing; \$50 fee
- Handicap parking permit: allow 7 to 14 business days for processing; \$25 fee

For all other documents such as letters that will be submitted to attorneys or used for official matters, inquire within the business office for fees and the preparation times.

Office Hours, Phone Calls, Messages and Fax

- *Office Hours:* Monday through Thursday from 8:30am to 5:00pm, Friday from 8:30am to 3:00pm. Weekends by advanced scheduling only
- *Phone:* (571)308-1900
- *Fax:* (571)308-1919

Our receptionist will take phone calls between 8 AM and 6 PM, and will send email messages to office staff. All calls are screened continuously, and will be answered in the order of their urgency. Your call is important to us, and will be returned within 24 hours. Kindly refrain from calling repeatedly. If you are experiencing a medical emergency, please call 911.

If you need to speak with a provider during or after business hours, please indicate the specific reason and a direct number where you can be reached immediately. An MD representative will return your call. When leaving a message, please be brief and include the following information:

- 1) Patient's Full Name
- 2) Date of Birth
- 3) Reason for call
- 4) Best time to call back

5) Phone Number(s): Please provide a phone number, such as a cell phone, where you can directly be reached. This is very important to avoid multiple back and forth phone calls, as we may not be able to call you after two attempts.

Patient Portal

We do not use patient portal to exchange medical communication, send lab results, provide medical advice or refill prescriptions. However, you can view certain reports, or previously reviewed lab results. Please inquire how to sign up and utilize patient portal with your clinic's Patient Care Coordinator.