



# Hypermobility Consulting S.C.

1555 Heritage Blvd. | West Salem, WI 54669  
Phone: (608) 612-6122 | Fax: (608) 473-1797

## OFFICE POLICIES

Hypermobility Consulting S.C. (hereafter “Hypermobility Consulting”) does not discriminate against any person on the basis of race, color, national origin, sex, sexual orientation, gender identity or expression, disability, or age in admission, treatment, or participation in its programs, services and activities, or employment.

### **PATIENT CODE OF CONDUCT:**

Hypermobility Consulting is committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring, and inclusive environment in all our spaces.

Our Patient Code of Conduct helps us to meet this goal. Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome. Examples of these include:

1. Offensive comments about others' race, color, national origin, sex, sexual orientation, gender identity or expression, disability, age, religion, or other personal traits
2. Refusal to see a clinician or other staff member based on these personal traits
3. Physical or verbal threats and assaults
4. Sexual or vulgar words or actions
5. Disrupting another patient's care or experience

If we believe you have violated the Code with unwelcome words or actions, you will be given the chance to explain your point of view. We will always carefully consider your response before we make any decisions about future care at Hypermobility Consulting. Some violations of this Code may lead to patients being asked to make other plans for their care.

If you *witness or are the target of* any of these behaviors, please report it to a member of your care team.

**LOCATION:**

Our office is located inside Burkhardt Physical Therapy Center in West Salem, WI. All initial visits are performed in person. Follow up visits are best done in person. Limited availability for follow up telemedicine visits may be available for patients located in Wisconsin and Iowa.

**WEBSITE:**

Our website should be referenced for up-to-date information about Hypermobility Consulting, including the latest version of this policy. Our website is located at: [www.hypermobilityconsulting.com](http://www.hypermobilityconsulting.com)

**SCHEDULING:**

Scheduling will be done through our Patient Portal. You will be sent a scheduling link as part of the patient intake process.

**RESCHEDULING:**

An appointment may be rescheduled or changed through the Patient Portal, with some restrictions. Please note the Late Cancellation Policy below. In addition, Dr. Lamps has a busy schedule with limited availability to see new patients; rescheduling or cancelling your visit with short notice will limit our options to schedule a new patient in your spot, limiting our ability to help as many patients as possible. Patients who reschedule appointments on short notice more than once may have their ability to reschedule limited; this will be at the sole discretion of Hypermobility Consulting.

**LATE CANCELLATION POLICY AND NO SHOW POLICY:**

Any appointment cancelled 48 hours or less before the scheduled visit will be charged 100% of the appointment fee. Any appointment no show will be charged 100% of the appointment fee. Cash or credit card refunds will NOT be given.

**LATE ARRIVAL:**

If you are late for your scheduled appointment time, you will be seen for the remainder of your scheduled appointment time and billed for the entire appointment.

**PAYMENT:**

All appointment fees must be paid in full before the scheduled visit. By requesting an appointment, you are granting permission for your credit card or bank account to be charged a NONREFUNDABLE DEPOSIT of 30% of the appointment fee. On the day of the appointment, the balance due will be automatically charged to your payment method on file. Full payment must be made BEFORE your visit.

**FEES:****Initial Consultation:**

Initial patient consultations cost \$999 and are scheduled for 110 minutes of patient contact time. This time is your face-to-face time with Dr. Lamps to obtain medical history, review outside records, perform a physical examination, and formulate a treatment plan. You will receive as much education and initial recommendations for management strategies as time allows.

Times listed above do not include additional time spent by Dr. Lamps, both before and after your appointment, to review records, create a detailed encounter note, gather additional information about your case, and coordinate care as needed. The initial consultation typically involves up to 6-9 hours of time by Dr. Lamps.

**Follow up Visits:**

Depending on your medical complexity, need for further evaluation and management, and your personalized care plan, follow up visits may be scheduled. Dr. Lamps will work with you to determine the time and attention needed for your care.

- 30 minute visit costs \$359
- 60 minute visit costs \$649
- 90 minute visit costs \$939

## INSURANCE:

Hypermobility Consulting does not contract with any insurance provider or accept insurance payments. Hypermobility Consulting is a highly specialized practice providing comprehensive care to a complex patient population. This complex care requires time and resources that traditional insurance reimbursement does not accommodate.

We do not submit medical claims on your behalf. However, insurance carriers will allow you to manually submit a claim to your insurer for reimbursement payment made directly to you. Contact your insurance to determine their process for doing so. Insurance claims will require a Superbill; a Superbill will be available to you for each visit in the patient portal. Reimbursement to you is not guaranteed and varies greatly depending on your insurance policy including rules for out-of-network coverage.

For commercial insurance plans, we recommend that you contact your carrier to verify whether you have out-of-network benefits, whether you've met your deductible, and to ask for estimated reimbursement for the codes listed below (*illustrative only – actual coding to be determined during the appointment*):

### Potential Diagnostic Codes:

- Q79.62; M35.7; M24.2

### Potential CPT Codes:

- Initial visit:
  - 99205 (New Patient Office Visit E/M Services)
  - 99417 x 3 (Prolonged Service With or Without Direct Patient Contact on the Date of an E/M Service)
- Follow up visit:
  - 99214 (Established Patient Office Visit E/M Services)
  - 99215 (Established Patient Office Visit E/M Services)
  - 99417 (Prolonged Service With or Without Direct Patient Contact on the Date of an E/M Service)

## MEDICARE:

Dr. Lamps does not participate in the Medicare or Medicaid programs, so no reimbursement is allowed. If you are a Medicare or Medicaid member and wish to become a patient of Hypermobility Consulting, you will be required to sign an agreement required by Medicare/Medicaid to ensure that you are aware that no Medicare or Medicaid payment will be made to you or to Hypermobility Consulting for the services provided by Dr. Lamps, even if such services are covered by Medicare or Medicaid.

## **MEDICAL RECORDS:**

Your Hypermobility Consulting records are readily available on our Patient Portal. Release of information request forms are available upon request. If you request that we make physical copies of your medical records, you may be charged according to regulatory guidelines.

## **PATIENT PORTAL:**

Hypermobility Consulting offers secure online access to some of your medical records and the ability to communicate with your clinician and care team. Our Patient Portal sign in is located at <https://hypermobility.intakeq.com>

The Patient Portal includes the following functions:

- View selected health information
- Update your demographic information (i.e. address, phone numbers)
- Book appointments
- View and print your forms and shared documents
- View and print your invoices and Superbills
- Manage your credit card or payment information
- Send and receive Secure Messages:
  - For non-urgent medical questions, follow-up questions, etc.
  - To update your personal information, for example, changes to your e-mail, home address or phone number.
  - Double check your information to make sure it is accurate.

Note: Secure Messages are not a replacement for scheduled visits. Secure Messages are to be used for non-urgent and logistical matters only.

Hypermobility Consulting reserves the right to suspend or terminate Patient Portal user access at our discretion, at any time and for reasons that may include but are not limited to: patients not seen by their medical provider in the preceding 12 months or who have transferred their care elsewhere; portal non-use; or inappropriate, abusive or negligent portal use.

DO NOT use the Patient Portal to ask about (i) an emergency, (ii) an urgent issue, (iii) sensitive information (e.g. HIV, mental health, work-excuses, etc.) or (iv) patient complaints/grievances. If you have an urgent or emergent matter, please contact your PCP or go to the closest emergency department or urgent care.

Communications May Become a Part of Medical Record: Messages sent via the Patient Portal may be included in your permanent medical record.

**RECORDINGS:**

Visits may NOT be recorded without the written permission of Hypermobility Consulting.

**WEAPONS:**

While Wisconsin state statutes permit residents to obtain licenses to carry concealed weapons, employers may prohibit the carrying of concealed weapons on business premises. Hypermobility Consulting has an obligation to safeguard all its employees and guests, and therefore has chosen to prohibit the carrying of weapons, concealed or otherwise, on its premises.