

BASIC POLICIES

***Below please find a listing of key policies at Doc At Your Door, PLC.
Please seek clarification if you do not understand any of them. If acceptable, please
acknowledge with your signature at the bottom of page 2. Thank you!***

- We have no office; we provide services at locations designated by our patients.
- We provide services to teens, adults, and seniors . . . anyone \geq age 13.
- Patients do not have to be ‘homebound’ to receive services.
- Patients do not have to be “established” to receive services; new patients welcome.
- Our *general* service area is Fauquier County and all immediately surrounding counties.
- Our *specific* service area continually varies, based upon the volume and complexity of our current case-load and other factors related to our ability to serve our current patient panel, at our sole discretion.
- Our business hours are M-F 6am – 6pm, but we are most often available 24/7/365 to our established patients; ‘after hours’ includes: M-F 6pm-6am, weekends, and holidays.
- We have one physician, so there are occasional times when we are not available, and at those times, any urgent needs must be addressed by alternative provider options (office-based physicians, urgent care centers, hospital emergency departments).
- We diligently strive to be on time for scheduled appointments . . . urgent patient needs, adverse weather conditions, and hindering traffic conditions may affect arrival times . . . we will do our best to keep you informed of any changes.
- We may be contacted by phone, text, fax, or e-mail; in urgent situations, we recommend contacting us by phone.
- We have no receptionist, so all phone calls go to voicemail . . . we check our messages regularly, including phone, text, email, and portal messages. We respond to non-urgent messages within one business day . . . we respond to urgent messages as soon as possible upon receiving them.
- Our fees are based simply on care time, travel time, and materials.
- Care Time is calculated based upon all physician time rendered to and for a patient.
- Care fees are slightly higher ‘after hours’: 6pm-6am, weekends, and holidays.
- Travel Time is calculated based upon physician’s roundtrip time, travelling from Main Street in Warrenton, VA to and from a patient’s service location.
- Payment for service is due at the time of service via cash, check, credit card, Venmo, or Cash App; each returned check incurs a \$40 processing fee.
- Appointments cancelled without 24 hours notice incur a \$50 late cancellation fee.
- Telemedicine services are only available to established patients (must have been seen within the last 12 months).
- We do not participate with insurance companies, Medicare, or Medicaid.
- Medicare beneficiaries are required (by Medicare) to sign a ‘private contract’ with us acknowledging that we do not participate with Medicare, that they are privately responsible for our fees, and that they will not seek reimbursement from Medicare.

- Our records are not formatted or coded as required by third party payers, so insurance reimbursement for any payments made to us will not be possible. (Many of our patients have found our services reimbursable by their HSA / FSA plans.)
- Lab and other test results will generally be conveyed within 2 business days of receipt.
- Medication refill requests will generally be processed within 2 business days of receipt.
- We do not chronically prescribe controlled substances (narcotics, benzodiazepines).
- We abide by all Federal HIPAA privacy and security mandates and provide each patient with a copy of our Privacy Practices.
- We document all patient services and communication using a private and secure electronic medical record system, access to which is electively available to each patient via a password-protected 'patient portal' account.
- Communication with us via our Patient Portal is "encrypted" for patient privacy and security, and as such, is the mode of communication we recommend for confidential information exchange; email and texting are less secure and patients who opt to communicate confidential information by these means accept full responsibility for any resulting breaches in the security of that information.
- Each patient is entitled to an electronic or paper copy of their medical record within 15 business days of written request, the fee for which is set by the Virginia Board of Medicine and is payable in advance of record release.
- Each patient chooses between having us provide their entire primary care vs. having us interface with a separate, office-based, primary care provider.
- We do not serve as *attending physicians* for patients in hospitals, nursing homes, rehabilitation centers, assisted living facilities, or hospice facilities (we may agree to provide *consultative* services in those settings, at our sole discretion).
- Ultimately, we determine whether or not to initiate and/or to continue services for any given patient, at our sole discretion; likewise, we determine the scope of services provided for any given patient, at our sole discretion.
- Consistent with our philosophy of partnering with patients for the sake of health promotion, we do not serve anyone who uses tobacco in any form; and for our own health, we do not serve households where anyone in the home smokes indoors.
- We do not serve anyone who demonstrates behavior which we deem harmful to themselves, or to our relationship with them, at our sole discretion.
- An established patient deemed ineligible for continued service from our company will be given advanced written notice, per state guidelines.

I have read the above Basic Policies and understand them as written. I find them to be reasonable and I accept them in their entirety as they may relate to any and all services I shall choose to receive from Doc At Your Door, PLC and its staff.

Patient Signature (or that of legal representative)

Date

 Legal Representative Name (please print)

 Relationship