



**John M. Henderson, D.O.**

**SUBJECT: Paperwork Request(s) Policy**

The following policy will cover paperwork requests from the patient to Dr. Henderson. To avoid preference for one patient over another, all paperwork requests are completed in the order they were received. Barring any issues compiling the required information. This allows for a more efficient process, allowing the doctor to help patients, while avoiding spending more time completing paperwork than treating patients.

We ask for your understanding during the whole process. I understand that your paperwork is most important to you, but I have several thousand current patients. Many of whom have paperwork that needs to be completed on any given day. I will do my best to complete all requests in a timely manner.

There will be a **\$15** maximum fee for all paperwork requests.

**REQUESTING**

1. A paperwork request coversheet will need to be completed when submitting. This can be done in person, or there is a fillable document on the website.
  - a. Please submit as much information as possible. The more details you give the easier it will be to complete it correctly the first time.
2. Once submitted there will be a one business day review process. The nurse will review the packet to ensure we are the doctor responsible for submitting the paperwork. She will also verify we have all the information needed.
  - a. Once reviewed the doctor will be consulted for final approval.
3. Once a decision has been made you will be notified.
  - a. If approved there is a two week turn-around quote for all paperwork requests. You will be notified of any applicable fee at this time.
  - b. If denied, you will be contacted with further instructions.

**SUBMISSION**

1. On the request cover sheet, you will have to choose how you would like the paperwork to be submitted.
  - a. Faxed: If fax is chosen, once complete the packet will be faxed. A copy of the completed packet will be saved in your patient chart along with the fax confirmation. Once completed you will be notified.
  - b. Pick-Up: If you elect to pick the paperwork up, you will receive call to let you know it's ready. During pick-up you will need to verify it's filled out correctly. Once you leave the process is complete and you will need to resubmit all over if a correction is needed.
    - i) We will also make a copy and save it to your patient chart.



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- c. Mail / E-mail: You do have the option of mail or email.
  - i) Mailed: You will be charged an additional **\$9.50** in postage for 2-day priority mail with signature confirmation.
  - ii) E-mailed: If e-mail is selected you will receive the paperwork through an encrypted HIPAA compliant email. There is no extra charge for emailed paperwork.
  - iii) We will also make a copy and save it to your patient chart.

A handwritten signature in black ink, appearing to be 'JMH', is written over a large, hand-drawn oval.

Dr. John M. Henderson DO PC