

## **Ally Lactation Payment and Privacy Policy**

Includes Late Arrival/Late Cancellation/Late Rescheduling/No Show Policy

During an Ally Lactation consult for lactation support, a lactation consultant may examine each patient including a possible examination of breasts, and an examination of baby or babies. The consultant may also observe the Parent and baby while feeding, she will make clinical observations, and may provide information on techniques and feeding equipment, and will make recommendations towards helping the parent(s) reach feeding goals. No outcome can be guaranteed.

The patient provides Ally Lactation LLC with the names and contact information for other relevant healthcare providers for the parent and baby, and Ally Lactation LLC may communicate with them. Consent will be obtained to authorize Ally Lactation to use and/or disclose protected health information (PHI) about the patient(s) to the relevant healthcare providers in order to coordinate care. The patient can remove this authorization by notifying Ally Lactation in writing or via an email to [info@allylactation.com](mailto:info@allylactation.com). It is the patient's responsibility to provide accurate information and to keep it updated.

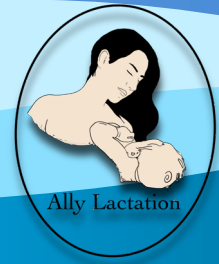
Standard email and text messages are not secure means of communication, and should the patient choose to initiate communication via these means, they give permission for Ally Lactation LLC to send and receive text messages and emails that may contain Personal Health Information (PHI) in response.

If home visits are done: Because Ally Lactation LLC will be going to the patient's home, the patient grants permission for the Ally Lactation LLC lactation consultant to give their address to a support person in order for that person to know their location. Ally Lactation LLC lactation consultant will use GPS to navigate to my home.

It is the patient's choice to have someone else present during any visit, and anyone who sits in on the visit will have access to the patient's healthcare information and confidentiality may not be guaranteed. If the patient includes any third party on an email or text with Ally Lactation LLC, they are granting permission for Ally Lactation LLC to communicate health information and that of the patient's baby or babies with that third party. Ally Lactation LLC will not initiate inclusion of any third party on an email or text. Ally Lactation is not responsible for any breach of confidentiality made by any person present that the patient invites to be present during a visit, or added by the patient as a third party to text or email.

### **Ally Lactation**

Building Trust with Mamas, Papas and Babies  
9901 North May Avenue, Suite 110  
Oklahoma City, OK 73120  
(405) 849-5624  
<https://allylactation.com/>



## **Payment Policies:**

**Ally Lactation LLC's payment policies are below and the patient is ultimately responsible for all charges associated with visit(s) to Ally Lactation LLC. Ally Lactation LLC is providing care to the parent and to that parent's baby or babies; together they are all the client(s)/patient(s) of Ally Lactation LLC, and as such, insurance may be billed for both parent and child if applicable.**

**Ally Lactation LLC may have business agreements/contracts with other companies for insurance and/or billing purposes and personal health information (PHI) would be shared, if needed, only for those purposes. If Ally Lactation LLC is considered Out-of-Network (not currently contracted with the patient(s) insurance plan) or if we do not work with your insurance via The Lactation Network or the patient is private pay, then all services provided are fee for service at time of service. If we do not work with your insurance, and if desired, the patient may choose to pursue reimbursement for lactation services from their insurance company, in which case, full or partial reimbursement is not guaranteed.**

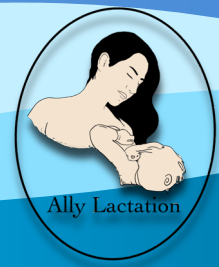
**In the event that Ally Lactation works with your insurance, Ally Lactation LLC and/or contracted billing companies may communicate with the patient(s) insurance company in reference to the services provided to the parent and baby or babies. Ally Lactation LLC and contracted companies may also communicate with the patient's credit card company or bank for any payment related matters. It is the patient's responsibility to provide accurate and current payment and insurance information.**

**If a visit is Self-pay: The patient agrees to pay Ally Lactation LLC at the time of the visit (cash, credit card, or FSA). If requested, Ally Lactation LLC will provide a superbill suitable to submit to insurance. The superbill (which can also serve as a payment receipt) will be coded appropriately to the level of service provided during the visit. Ally Lactation LLC cannot guarantee payment/reimbursement by insurance as unfortunately various insurance companies pay varying portions of lactation visits.**

**CharmEHR, SquareUp and PayPal: Payments may be made electronically using a credit card or fund transfer. Ally Lactation LLC uses CharmEHR, SquareUp or PayPal to process payments. CharmEHR, SquareUp and PayPal meet the high standards of HIPAA and the banking industry for security and privacy regarding financial transactions. However, CharmEHR, SquareUp or PayPal may send, automatically or per request, email or text message receipts that reveal personal health information such as the date and type of lactation visit. If a patient is not comfortable with this, payment may be made via cash instead.**

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#### **Late Cancellation/Rescheduling Policy:**

If a patient must change or cancel their appointment, Ally Lactation requires a minimum of 24 hours' notice so that we may make every effort to accommodate other patients. If 24 hour notice is not received, a fee may be charged for every appointment cancelled or rescheduled without adequate notice. Ally Lactation does realize that illness/emergencies/accidents happen and will allow for one late cancellation/rescheduling before charging a fee. All fees can be found on the website. This cost cannot be billed to insurance and is a private pay fee.

#### **Late Arrival Policy:**

An appointment is scheduled to allow for enough time to provide the best service for each patient. Patients who arrive for their appointments more than 15 minutes late may have to be rescheduled to ensure there is adequate time for that patient and subsequent patient visits. If a patient needs to be rescheduled, the patient may be charged a late cancellation/reschedule fee. All fees can be found on the website. This cost cannot be billed to insurance and is a private pay fee.

#### **No Show Policy:**

An appointment is scheduled, and time is set aside to allow for enough time to provide the best service for you. If one hour or less notice is given to cancel/reschedule or if you do not show for a scheduled appointment, then you will be charged a fee equal to the full cost of a private pay visit. Visit prices can be found on our website. This cost cannot be billed to insurance and is a private pay fee. Because this does not allow us time to accommodate any other patients and we would oftentimes be on site prepping, we charge this fee for every instance including the first.

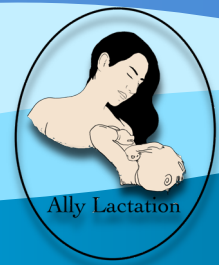
#### **Photo/Video Policy:**

The patient consent form allows for the patient to grant permission to Ally Lactation LLC to photograph or record video. Verbal consent would also be obtained prior to any photo/video being done. These photos will not be published without the patient's express consent, but they may be shared with the patient or the patient(s)' (including baby/babies) healthcare team.

If a telehealth visit is done, HIPAA compliant video messaging will be used. The consultant may need to guide the patient in positioning the camera to be able to see the patient and their baby and will direct the patient in assessments of breasts and/or the baby if needed in the furtherance of care. For telehealth visits, if attempting to utilize the HIPAA compliant video messaging, and unable to initiate a good connection, then an in-person visit is recommended. In some cases, in order to provide care to the patient as quickly as possible, a non-HIPAA

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compliant service may also be used as agreed upon to provide video care for the patient and their baby. As available, a HIPAA-compliant platform will be used.

For Further Privacy Information, you can download our Notice of Privacy Practices from our website or you can request a copy in person.

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