



Medicine Without the Middleman

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Policy and Procedures Cowboy Concierge Medicine

Cowboy Concierge Medicine exists as a primary care medicine provider in Cheyenne Wy. Our mission is to provide whole person and cost-effective healthcare to the population of the Cheyenne Area. This care will be provided on a self-pay basis and will not accept government or commercial payors.

1. All patient data will be treated and handled according to HIPPA and all additional Federal and State rules. This includes storage for seven years. This is done through a combination of HIPPA compliant behaviors and the appropriate use of technology with password encryption.
2. All employees of Cowboy Concierge Medicine will observe the applicable statutes for treatment of patient data.
3. All employees of Cowboy Concierge Medicine will be hired without regards to age, race, gender, social status, political affiliation, or any other protected status.
4. All staff of Cowboy Concierge Medicine will treat patients without regard to race, gender, or social status.
5. Room cleaning and personal protective equipment usage will be as per the current local requirements. This will always include the cleaning of hands before and after every patient encounter. The recommendations will be reviewed, and procedure updated every week to stay abreast of the latest developments.
6. Appointments will be made based on acuity of clinical need of the patient along with provider availability and patient desire.
7. If a patient is found to be too ill to be managed in the office or has needs that are too acute to allow for outpatient work-up they will be referred to the nearest appropriate emergency room or urgent care. Ambulance transport may be needed and the provider / staff will assist in arranging this in a timely manner.
8. No controlled substances will be stored on site. All non-controlled medications will be secured.
9. Infection control will also include daily cleaning of rooms, equipment, and facilities within the clinic site.
10. Any suspected sexual misconduct will be reported promptly to the clinic manager(owner) who will refer the investigation to the appropriate authorities.
11. Patients may choose to no longer continue with practice at their will and a copy of their medical records will be provided to them at a nominal cost for making the copies not to exceed ten US dollars.
12. If the provider(s) find that the provider patient relationship is no longer in the best interest of either party, they may discharge the patient from the practice with written notice and continued care not to be less than 30 days.
13. Cowboy Concierge Medicine will notify vendors, patients, staff and other stakeholders of any impending changes in location, merger, or closure as this information becomes available.

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