

Desert Oasis Clinic Policies

APPOINTMENTS & CANCELLATIONS

All visits to the clinic require an appointment scheduled in advance. This includes office visits with the physician and all other treatments, including IM shots and IV's.

Our schedule often books up 2-3 weeks or more in advance. If you are experiencing an urgent problem that needs immediate attention, we will do our best to accommodate you. If you are experiencing an emergency, go to a hospital emergency room or call 911.

When you schedule an appointment, you are "purchasing" that time and it is yours unless you give appropriate notice. A fee of \$50 will be charged for any visit not canceled prior to one full business day before the appointment. New patients will be required to pay the \$50 fee **before** scheduling another appointment.

Appointments to see Dr. Thompson must be confirmed by our office in advance. We will make reasonable attempts to contact you by phone, text or email 1-3 days in advance. If we are unable to reach you or do not hear back from you promptly, we may cancel your appointment. If for some reason you do not get a confirmation call you are still expected to keep the appointment.

If you are more than 15 minutes late for an any appointment, the appointment may be rescheduled to avoid disruption to the schedule for other clients, and to ensure that there is sufficient time to address your needs or administer your treatment.

PATIENT RESPONSIBILITY:

At Desert Oasis Clinic you are expected to play an active role in your healthcare. Come to your visits prepared to take notes and ask questions. Dr. Thompson often provides a great deal of information during office visits to help educate you about your body and your health.

Also, please keep a record of the names of all supplements and medications you are given and be ready to provide the names and dosages when you need refills.

INSURANCE:

Dr. Thompson has chosen not to participate on any insurance plan. Your relationship with your insurance company is a contract between you and them, and we do not get involved. If you are part of a PPO, you may be able to obtain reimbursement for if you submit a claim directly to them. Check with your plan to determine their procedure for reimbursing clients who visit "**out of plan**" physicians. HMO's generally do not allow their clients to see out of plan physicians, and thus will not reimburse when the client does so.

Many of our services are considered non-conventional and your insurance carrier may not deem them reimbursable. We do not submit insurance claims. However, we will provide you with the necessary codes for reimbursement.

You may not submit any claims for reimbursement to Medicare or Medicaid. Dr. Thompson is not a Medicare or Medicaid provider.

PAYMENT:

Payment is due at time of service. We accept cash, debit cards, and all major credit cards. We accept checks from established patients only. There is a \$35 charge for any returned check. We will prosecute unresolved returned checks.

We offer discounts on some services that are purchased as a package and paid for in advance. There is a 10% administrative fee when a client later seeks a refund on such prepaid services

PRESCRIPTIONS:

If you need a prescription refill, **contact your pharmacy first**. Check whether any refills are left on the last prescription. If a renewed prescription is needed, the pharmacy will fax us a request.

Start the process for requesting a refill no less than one week in advance.

***PLEASE DO NOT WAIT UNTIL YOU ARE COMPLETELY OUT OF YOUR MEDICINE
OR HAVE ONLY ONE OR TWO DAYS LEFT TO REQUEST A REFILL.***

Dr. Thompson generally does not refill or renew medications prescribed by another physician. If you need a refill on a medication **not** prescribed by Dr. Thompson for a condition being managed or treated by another physician, please request that refill directly from that physician.

CELL PHONE USE:

Please silence your ringer whenever you are in the clinic. You may use your cell phone in the waiting room, however, keep such use to a minimum and be discrete and as quiet as possible. Please go outside if you need to have an extended conversation on your phone. You may not use your cell phone in the IV room unless you are the only client in the room, You may not use your cell phone while receiving treatment from the doctor or staff, and while at the window checking out.

MEDICAL RECORDS REQUESTS:

We require five (5) business days to fulfill requests for medical records. If you wish to have your records sent directly to another party, you must sign a Medical Records Release form.

Patient: _____

Date: _____

Parent/ Guardian for Minor: _____

Date: _____