

## OFFICE INFORMATION and POLICIES

**Welcome** to our office. In order to provide you with consistent quality care, we would like you to understand some of our office policies. The practice philosophy and other useful information can be reviewed on our website, [www.drkaslow.com](http://www.drkaslow.com). We encourage you to become informed about our practice.

All **new patients** and existing patients that have not been seen for more than a year are seen as full consultations. Existing patients with an urgent medical problem will be seen as soon as possible but we focus on long term health consultations. Physical therapy and nutritional counseling is also available.

### APPOINTMENTS

New appointments are generally allotted 40 minutes with Dr. Kaslow. Although follow-up consultations are scheduled in 20 minute increments, if you need more than the time allotted, you may be charged for an extended visit. If you have time restraints, please let us know when you schedule your appointment or when you arrive. Please **call us** during the day of your appointment to see if we are running on time. We respect your valuable time. We do our best to give you the time you need as well.

The *early morning and early afternoon* appointments set the schedule for the remainder of the day. **Come 15-20" before** the scheduled time to allow vitals and other diagnostic studies to be completed before the appointment is scheduled to begin. For example, if your appointment is at 8:20 am, arrive at 8:00 am so that you have been prepared by 8:20 am for the consultation with Dr. Kaslow. Ask if you should be fasting or take medications before your appointment.

Please keep scheduled appointments or call at least **2 full workdays in advance** to let us know if you will be late or unable to come in. You will be charged for missed appointments. Individuals who repeatedly fail to show for appointments, cancel without advance notice, or are excessively late will be discharged from the practice.

### FEES

Your credit card information will be collected when you schedule your initial appointment, in accordance with our cancellation /no-show policy.

You are responsible for all of the **costs of services** provided you. Except Medicare, we furnish your *primary* insurance company with an electronic or paper claim as a courtesy to you. Special reports to insurance carriers will be charged according to the time spent, and you will be responsible for this expense.

Although we request payment for services from you at the time provided, we will submit a claim to your insurance so that you may be reimbursed directly. If we receive payment from your insurer, we will reimburse you for any overpayment. Some services may not be covered and will not be billed to your insurance.

### INSURANCE NETWORKS

For patients in Cigna or OCPPO/Foundation networks, we have an obligation to bill for you and accept a pre-determined reimbursement. It is considered insurance fraud to **accept insurance only** as payment in full if a co-payment is expected. Please don't put us in an awkward position by asking us to "accept insurance only." Let us know if you have extreme financial distress. Co-payments are due at the time service is provided.

Under all circumstances, **your account** is due in full within 45 days. If you need financing or need to make partial payments, please arrange this through Visa, MasterCard, or Discover.

### LABORATORY TESTING

Valid and accurate lab results are important - the information helps determine your care. While there are many good **laboratories**, Dr. Kaslow may choose specific laboratories because they are either the best at what they

do or are the only one that performs a specific type of analysis. They may be "out-of-network" or will not bill insurance. Routine labs are usually done through a lab in your preferred provider network. Check with your insurance carrier first if you have questions.

Dr. Kaslow personally reviews all **laboratory results** and may make preliminary comments and recommendations that will be relayed to you by a staff member or via E-mail. There is a modest charge for this service. To review the patterns and implications of lab tests in more detail requires an office visit. You will receive a copy of your lab results; you should keep your own file of all reports and data.

### **PHONE CALLS and CONSULTS**

If you would like a **phone consultation** instead of an office visit, one can be arranged and billed according to the time spent on the phone. Some insurance companies reimburse this cost.

Certain medications such as antibiotics should not be prescribed without an in office examination. Your past use of a medication or wishes for **therapy over the phone** does not always mean it is appropriate or safe. Emergency appointments are available but must be limited to your urgent situation only.

### **NUTRITIONAL SUPPLEMENTS**

Dr. Kaslow has extensive experience, expertise, and success using **nutrition** and *specific* supplements. There is a huge difference among products and manufacturers. Public reputation, label contents, and cost mean nothing. Many supplements our patients find successful are not available in health food stores, pharmacies, etc. These are available to you through our Nutritional Pharmacy in this office (many need to be specially ordered) as a service to you. In addition to knowing the select manufacturers with impeccable standards of quality, we rely on feedback from our patients about specific products. In this way, your response helps others.

Although you are not obligated to obtain supplements from our office, we can not be responsible for what you purchase at your own risk elsewhere. We never accept opened products for credit or refund. If unopened, returns must be **approved in advance** within 30 days of purchase.

Some special order products may be available through [www.tidhealthrx.com](http://www.tidhealthrx.com) using our referral code.

### **PHONE NUMBERS**

For all matters relating the office, Dr. Kaslow, billing, insurance, appointments, labs, etc. call 714-565-1032.

For all matters relating to nutritional supplements call 714-565-1036.

We encourage you to correspond with us via **E-mail** at [drkaslow@drkaslow.com](mailto:drkaslow@drkaslow.com). Be concise. Please don't abuse the E-mail privilege. Multiple E-mails will be billed for the time needed to review and respond. Faxing questions and information is also a good way to contact us. Our fax number is 714-565-1035.

### **OUR RELATIONSHIP WITH YOU**

In some circumstances, you may want Dr. Kaslow to assume primary care responsibilities for you. This is not our policy but may be arranged on a case-by-case basis.

Relationships must be built on trust. When you sign the patient information form, you are entering into a Private Non-Negotiable Contract. If you have **problems** with any aspect of your care, let Dr. Kaslow know - we are on the same team as you. What we do is a labor of love; we consider it a privilege to share it with you.

We have been successful managing a variety of health conditions - feel free to ask us about a friend or family member you think might benefit from our services. Thanks for your confidence and referrals.

1/09