

## 5: PRACTICE POLICY

Welcome to *Salud Medical and Consulting LLC*. Please read this document carefully – this is not legal mumbo-jumbo. If you have questions, please don't hesitate to ask.

### Hours & Availability

Our availability may change depending on our providers' schedules. We are not onsite daily, not available on-call after hours, and don't provide 24/7 urgent/emergent healthcare services.

### Fees

Our fees are comparable to (but generally lower than) those charged by similar healthcare providers in this area. A complete and updated *Fee Schedule* is available on our corporate website [www.gosaludmedical.com/fees](http://www.gosaludmedical.com/fees).

### Insurance

While many insurance policies cover our services, the degree of coverage varies significantly. We will attempt to verify your coverage ahead of your appointment. If you choose to use insurance, you are still personally responsible for any deductibles, co-insurance, co-payments, and all noncovered charges.

### Collection

We charge interest on all unpaid accounts at the maximum rate provided by Florida law. Any payments received from you (or on your behalf) will firstly be applied to any interest, penalties, and outstanding balance(s). Accounts with unpaid balances over 60 calendar days will be sent to an external collection agency. In addition to the balance owed, you may be responsible for the collection costs, including reasonable attorney fees and court costs.

### Scheduling Appointments

Patients are encouraged to make their own appointments. This helps us better understand your health care needs and avoid any future misunderstandings. One exception: a house call to a patient with prohibitive physical attributes.

We ask that you not book appointments for more than two weeks in advance. If you are planning on being seen later (say in one month), please wait and book during the preceding two-week window. Kindly limit your appointment to one or maximum two health issues or problem areas.

### Missed Appointments & No-Shows

If you need to change or cancel, we do ask, as a courtesy to us and other patients, to please let us know as soon as feasible – but no later than 48 hours prior to the scheduled appointment. If you cancel/reschedule after the deadline or simply fail to attend, we reserve the right to charge a \$50 *Late Cancellation Fee*. This fee is not billable to insurance and is your responsibility. Frequent no-shows will result in discontinuation of care.

### Phone Use

As a courtesy to others, cell phone conversations/loud notifications immediately outside the office are not allowed. All cell phones must be turned off inside the treatment area/room.

### Messages & Phone Calls

Patients seeking medical advice or requesting a medication prescription via phone, text, or email will be invited to book a formal appointment, either in person or via telemedicine. Please understand that what may seem like a quick trivial question to you constitutes health care provision involving time, expertise, and liability. If guidance or treatment is provided via phone, email, electronic health record, or text, we reserve the right to charge you a small consultation fee in the amount of \$54.

**Communication**

We believe in spending quality time with our patients during their appointments. Since we do not employ office staff, it may take us some time to return your phone calls or electronic messages. All non-urgent messages/requests are returned within two business days.

The preferred way of contacting us regarding a routine matter is through an electronic message. If you have an urgent matter (say an unforeseen reaction or side effect), please call and leave a message. If you are having a life-threatening emergency, avoid any delays by trying to reach us and contact emergency services (911) immediately!

**Don't**

- Don't insist on a certain treatment or medication. While it is totally reasonable to politely inquire about something you have heard (or tried before), it is unacceptable to demand things. If we can't agree on a mutually acceptable treatment plan, you should consider seeing a different provider.
- Don't attempt to surreptitiously record your appointment. It's against the law! If you are looking for a way to better remember our conversation, consider taking notes or having a friend present.

**Mutual Respect & Responsibility**

A successful therapeutic relationship requires commitment on both sides. We listen and offer realistic treatment options. In return, we ask that our patients respect our practice policies and follow through with the mutually chosen therapeutic plan.

**Continuing Treatment**

All treatments are considered a therapeutic trial. Your response is re-evaluated during each visit. We will recommend further treatments only if there is a mutual agreement regarding its benefits. We explicitly reserve the right to terminate the care of any patient for any reason or no reason at all by providing a 30-day written notice.

**Zero Tolerance**

We absolutely will not work with patients who:

- Show signs of (worsening) mental impairment, intoxication, or decompensation,
- Consistently display anger, irritability, or other disruptive behavior during appointments,
- Threaten violence or legal action against the practice, staff, or other health care providers,
- Make excessive or abusive phone calls or other communications with the practice,
- Make sexual remarks or references of any kind,
- Persistently request a certain treatment/medication despite being advised against it,
- Fail to complete a crucial diagnostic workup or an emergency/specialist referral,
- Repeatedly miss or reschedule appointments.

We hope you find this information helpful. We realize that our Practice Policy may appear harsh or inflexible; but we have adopted it to keep our operation as smooth as possible.

**Please sign below as acknowledgment that you have read and agree with our Practice Policies:**

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Today's Date