

Summary of Care Guideline and Initiative Changes

As part of our ongoing Patient Service Initiative in 2008 we are pleased to offer the following to enhance our service and quality as your health provider. Please be aware we are honored you have chosen us and work to bring the best in medical care and surrounding services to you. This document provides a summary of the new guidelines and initiatives. Please refer to the full policies for complete details for each of the following changes.

1) Patient Demographic form

- a. To provide better and faster service to our patients, we request patients identify any individuals with whom we can discuss their medical condition or speak with by phone at the time they fill out the paperwork.
- b. We are asking patients identify if they prefer to receive clinic communications in a language other than English. We will attempt to accommodate these requests
- c. As required by law, the form includes explicit representations regarding the authority of persons who are filling out the paperwork on behalf of the patients. This only affects patients who are under the age of 18 or under legal guardianship

2) Cancellation and Missed Appointments

- a. As a result of new Medicare guidelines, cancellation and missed appointment guidelines have been updated to fixed dollar amounts rather than percentages of anticipated costs. These costs will not apply to patients who make their scheduled appointments or cancel existing appointments more than 24 hours ahead of the scheduled appointment.

3) Urgent / After Hours Appointment

- a. We are pleased to announce Saturday Clinics beginning summer of 2008 for CEI and CSI patients.
- b. Urgent “overbooked”, emergency, or after hours appointment guidelines have been updated to ensure care you need is available to you 24 hours a day, 365 days per year. In some urgent appointment types, additional charges may apply allowing us to offer this service to our patients.

4) Email / Phone Service Initiative

- a. As an enhanced patient service, you will be able to contact your CEI – CSI - LTHF provider, when medically appropriate, by email or phone. Guidelines for this new service

(including the requisite “legalese”) are published to allow you to use this service should you choose to do so.

- b. A small charge is associated with this service in some instances but is NOT charged if:
 - i. You are scheduling an appointment as a result of the email/phone call
 - ii. You have had an appointment in the previous 7 days
 - iii. You have had surgery in the previous 10 days (90 days if a major procedure)
 - iv. You have a fully authorized surgery scheduled for the future
 - v. You are calling for a prescription refill and you have had an appointment in the past year.

We thank you for the extra time you have invested by reading these documents. While this seems like a large volume of material, we have worked diligently to reduce the amount of paperwork you have to the smallest amount allowable by law. Instead of 7 signatures in the previous version of these documents, we are now down to one! Thank you for your patience as we update and streamline our system. We are firmly committed to improving our personal service and enhancing our clinical services for your benefit.