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## DR CINDI CROFT, PLLC – *THE FUTURE OF MEDICINE*



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### **PRACTICE & PAYMENT POLICIES**

Complete the "Payment & Privacy Information" google form after thoroughly reading our office policies—Thank you!

We are committed to helping you achieve optimal health.

It is important to read all the enclosed information carefully and complete all patient forms at least 7 days prior to your appointment. This will allow us to help you more efficiently and enhance the quality of your care.

We are a fragrance-free office due to the chemical sensitivities of our patients and staff.

### **BEING ON TIME**

Dr. Croft has limited her clinic visits each day so that she can spend more time with you. We ask that you value her time as she values yours. Please arrive 10–15 minutes before your appointment and complete the virtual check-in process via your patient portal. Keep your demographic and health history up-to-date.

### **MISSED APPOINTMENTS**

Our office visits are scheduled in 60 minute increments, and your appointment is reserved just for you! So, when you are late it affects patients following you. Thus, out of respect for others (as you'd like for yourself), if you are tardy 15 minutes or more from your scheduled time this will be treated as a "missed" appointment and you will be charged \$75 and will need to reschedule—you will receive a portal notification.

If you completely **NO SHOW** for your reserved 60 minute time **\$200 fee** will be charged to your card on file.

When you do not show up for a scheduled appointment, you are taking an appointment slot that could have been used for another patient.

If you call to change or cancel please understand our cancelation policy.

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After three (3) no shows or tardies it will convey a lack of commitment and Dr. Croft will consider discharging you from our practice.

### **CANCELING APPOINTMENTS**

The most effective way to change appointments is sending a message via your secure patient portal as soon as possible.

With respect to others who may be waiting for an appointment we require a **72 hour** notification to cancel **before** any fees apply. This will give the waiting patient time to rearrange their schedule, as well as Dr. Croft time to review their chart thoroughly.

If you cancel within **48 hrs** of your appointment there is a **\$25 fee** (by 8am each day).

If you cancel within **24 hrs** of your appointment there is a **\$50 fee** (by 8am each day).

If you cancel **less than 24 hrs** of your appointment there is a **\$200 fee**.

**For example:** for a Tues. 1 pm appointment ideally notify us before Fri. 2 pm for people are busy on the weekends.

-- if notified by Sat. 8 am there will be no charge

-- if notified by Sun. 8 am there will be a \$25 charge

-- if notified by Mon. 8 am automatic \$50 charge

-- if <24 hr notification \$200 charge

Dr. Croft will discuss any unforeseen out of the ordinary circumstances that may lead to cancelations. When you do not show up for a scheduled appointment, you are taking an appointment slot that could have been used for another patient.

We will not be able to schedule further appointments for you until past balances from missed appointments are resolved.

Thank you for understanding.

### **PAYMENT OPTIONS ACCEPTED & CHARGES FOR SERVICES RENDERED**

We do ask you to keep an active credit card registered on your account.

The best option for you is to pay all your medical expenses is with pre-taxed monies using an HRA, HSA or FSA. It is the smartest way to pay.

The authorized credit card(s) on file will be used for the annual service fee AND for all remaining balances.

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If you do not currently have one of these accounts you should enquire with your employer if you are eligible.

- Health Reimbursement Arrangement (HRA)
- Health Savings Account (HSA)
- Health Flexible Spending Account (FSA)

The office accepts:

- cash
- checks -- **Returned checks will be charged a service fee of \$45.00**
- credit & debit cards : Sorry no American Express.

**You will be responsible for any reversal or charge back credit card fees.**

When you schedule your initial visit, the annual service fee will be charged. This annual service fee is not prorated nor refundable. **This fee is WAIVED with all one-on-one program care packages.**

No charges will be applied to your credit card unless you miss or cancel an appointment without proper notice--detailed above or have any outstanding balances due.

On the day of your scheduled appointment, all charges are due.

Unpaid balances over 30 days may be charged late fees.

All services rendered to you and charged are your personal responsibility for timely payment. If you suspend or terminate your care/treatment, any fees for professional services rendered will be immediately due and payable.

If you have an unpaid balance to Dr. Cindi Croft, pllc and do not make satisfactory payment arrangements, your account may be placed with an external collection agency. You will be responsible for reimbursement of the fee of any collection agency, which may be based on a percentage at a maximum of 35% of the debt, and all costs and expenses, including reasonable collection and attorney's fees incurred during collection efforts.

In order for Dr. Cindi Croft or their designated external collection agency to service your account, and where not prohibited by applicable law, Dr. Cindi Croft and the designated external collection agency will : (i) contact you by telephone at the telephone number(s) you provide, including wireless telephone numbers, which could result in charges to you, (ii) contact you by sending text messages (message and data rates may apply) or emails, using any email address you provide and (iii) methods of contact may include using pre-recorded/ artificial voice message and/or use of an automatic dialing device, as applicable. Furthermore, the designated external collection agency can share personal contact and account related information with third party vendors to communicate account related information via telephone, text, e-mail, and mail notification.

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## VIRTUAL VISITS

Being an ideal medical office, Dr. Croft aims at maximizing use of technology. Virtual on demand visits are just another benefit of being a patient. A Telehealth visit is a doctor's appointment you do LIVE face-to-face online instead of in person.

Dr. Croft will does regular quality checks on telemedicine services to identify any potential risks and failures. With rapid advances in technology, it's likely that telemedicine will only become easier and more widely used. Dr. Croft is a member of the American Telemedicine Association (ATA) and Northeast Telehealth Resource Center (NETRC) whom will keep us abreast of the regulatory changes as well. **Telemedicine visits must be pre-paid.**

## PHONE CALLS, MESSAGES

1. The preferred mode for ALL communication is via your secure patient portal.

You will be answered promptly but it may take up to 24 hrs. in some circumstances.

2. Dr. Croft's office cell is (603) 275-9585 and home is (603) 938-2527 for urgent needs only.

3. When leaving a phone message, please be brief and include the following information:

- a. Full name & spell your last name for clarity
- b. Reason for call
- c. Best time to be called back
- d. Phone number(s)
- e. Email address (if desired)

4. If you have a medical emergency (chest pain, breathing difficulty, acute numbness, anaphylaxis, changes in speech, or any other serious concern), call 911 or go directly to the nearest emergency room. **DO NOT** call Dr. Croft until you are in an emergency center being taken care of. This will expedite your urgent care and not delay any potentially life saving treatments. Dr. Croft admits patients under the Hospitalist Program at Concord Hospital and has ancillary privileges at St. Joesph's Hospital in Nashua.

## CELLULAR PHONES

In order for us to provide the best possible service, we kindly ask that you not use your cell phone during appointments.

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### **PRESCRIPTION & SUPPLEMENT REFILL REQUESTS**

Please send refill requests via your patient portal. It may take up to 72 hours to process a prescription refill and 7–14 days for supplements. Please plan ahead to avoid any interruptions in your medications and supplements.

### **LAB RESULTS**

Once reviewed, your labs should be available via your patient portal. This will save you from calling us to check on results. For patients with established treatment plans, a virtual visit can be scheduled via your patient portal to discuss results and answer any questions. During these calls we will thoroughly review the laboratory findings in relation to your previous visit. If you have questions beyond that visit or in relation to other topics, we ask that you schedule an appointment or another e-visit specifically dedicated to your new issue.

### **CLINICAL FORMS / PAPERWORK FROM OTHER OFFICES**

Dr. Croft will complete clinical forms that are part of your office visit such as routine Physical Forms for school, camp, sports or work. Records needed from our office can be directly messaged where ever they are needed and you will have access to these forms via your secure patient portal for your convenience.

If you have forms outside of routine care during your visit, or have **paperwork from other offices including FMLA forms for us to complete, a \$45 charge will be applied for the time required.**

Please keep your records up to date if you are working with other providers that may change your medication or treatments. Thank you!

### **CONTROLLED SUBSTANCES**

If you have a condition that will require chronic narcotic prescriptions Dr. Croft recommends that you establish care with a pain management center. We are happy to coordinate our services with such a center, and we have therapies such as herbs, counseling, acupuncture, meditation, OMT, nutrition, and massage that work well for chronic pain. Dr. Croft may be able to help you decrease or eliminate your need for pain medications using “alternatives.” Dr. Croft does not have any narcotic medications on the premises.

It is our goal to explore natural and holistic methods for treating medical problems prior to prescribing controlled substances. Dr. Croft will not prescribe controlled substances for

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patients on their first visit, and will only prescribe them for established patients after the third visit. If necessary, we will prescribe controlled substances only as part of a holistic treatment plan. You will need to sign a controlled substance agreement that outlines how these medications will be prescribed, understand the potential risks inherent in taking controlled drugs, as well as understand that you may only receive controlled substances from one provider or clinic. If a patient is found to be non-compliant with this agreement, Dr. Croft holds the right to refuse any future care. She will not refill any controlled substances from other physicians under any circumstances OR before complete records are received and reviewed thoroughly.

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