



Health Education Consulting Practice Policies and Procedures

Hours of Operation:

- Monday through Thursday 9 am to 1 pm (Pacific Standard Time).
- Consultations are by appointment only.

Payment:

Payment in full is due on the date of service. We accept check, Mastercard, Visa, American Express, and Discover. For individuals who require a payment plan, we accept CareCredit (see below):

- **CareCredit:**
CareCredit (www.carecredit.com) is a health financing service that you can put toward consultations, and laboratory testing. Our practice is listed as **Sunrise Complementary Medical Center** under **General Medicine** on the **CareCredit** website.

We can provide you with an insurance receipt (a Superbill) to submit to your insurance company for reimbursement for services rendered. Please email our office at SCMedicalCenter@gmail.com to request an Insurance Superbill.

Please be aware that we do not accept insurance reimbursement and are not participating members in Medicare, Medicaid, Tricare, and Worker's Compensation. They are not members of any HMO or PPO.

Credit Card "On File" Policy:

- We may charge a fee between \$5.00 and \$50.00 for correspondence regarding responses to e-mails, faxes, and new or existing prescription requests. The fee is based on the volume of questions and the research involved in getting the questions answered for you outside of your consultation. You will be notified in advance of any fees incurred.
- We require that a valid credit or debit card be on file to schedule consultations. With your permission, we charge for in-person, phone, and internet consultations, (e.g., Zoom), email correspondence, documentation requests, (i.e., Letters, Narrative Reports, Chart Note Copying, extra copy of receipts, etc.).

- Please note that if we intend to charge your card on file for any administrative fees (as outlined above), we will notify you prior to doing so.

Appointments:

- Because of the busy nature of our practice, we require a \$100.00 deposit for new patients. You may use VISA, MC, Amex or Discover. The deposit will be applied to the cost of the visit. If a “No Show” or late cancellation occurs the deposit will no longer apply to the visit (see cancellation policy below).
- **Paying by check** – your check must be received prior to your scheduled appointment. Otherwise, your consultation time will need to be changed unless a credit card on file can be used to pay for the appointment.
- Initial health education consultations are usually scheduled for one hour, but can vary based on the nature and/or complexity of your situation. Follow-up consults can range from 30 to 60 minutes depending on the complexity of your case including lab review, etc.

Consultation Types:

- Both doctors provide in-person, phone, and internet consultations, e.g., Zoom.
- There is no price difference for phone or internet consultations. Each phone or internet consultation is treated like any other consultation. The time spent with your health education consulting doctor is the same whether it is in person or over the phone or computer.
- Your consulting doctor will call or contact you via the internet or telephone at the time of your scheduled consultation.
- All appointments are scheduled for the Pacific Standard Time (PST) zone.
- We require clients outside of the USA to call the office at the time of their scheduled phone consultation (unless other arrangements are made). If this is not possible, then phone consultation phone bill charge will be billed to the client. If your consultation is via Zoom the doctor will contact you at the time of the consultation.
- The doctor’s consultations are for educational purposes regarding health matters. They are not diagnosing or treating disease, but instead providing their guidance and expertise with regards to you or your child’s specific health concerns.

Cancellations:

- We require at least 48-hour notice for new patients canceling an appointment and 24-hour notice for established individuals. Failure to provide notice of cancellation in these time frames may result in a \$100 charge for new consults and \$50 charge for established consults.

Prescriptions:

- Due to the potential risk of error, we request that you do not make telephone requests for prescription refills. Please fax or email prescription requests to **951-461-4560 (fax)** or SCMedicalCenter@gmail.com. It is best to have your pharmacy fax a refill request directly to our office. The doctor will review your request and your medical file then respond as appropriate.
- The doctors cannot prescribe and/or manage medications at a distance (out of state or overseas) or manage medications prescribed by another physician.
- If it has been more than a year since your last in-person consultation with your doctor, regarding prescriptions, a follow-up in-person appointment may be necessary.
- Prescriptions originating from a consultation are processed at no charge. If you have not seen the doctor in a year or more, refills of these original prescriptions requested by you are at the doctor's discretion, and those approved by your doctor without consultation may incur a processing charge per prescription.
- Requests for a new prescription, a change in medication or transfer to a different pharmacy may incur a prescription processing charge. These fees will range from \$10 - \$25.

Emergency:

- Due to the consultative nature of our practice, we are unable to offer round-the-clock emergency availability. Should you have a medical emergency, please go to the nearest emergency facility for care or call 911.
- We request that you maintain a primary care physician (i.e., family physician, pediatrician, Internist) for your regular medical needs. The doctor's goal is, to the best of their ability, to help you or your child overcome your chronic health issues.

Acceptance of Policies and Procedures

By completing the following, you agree to the policies and procedures detailed above.

Patient (please print): _____ Date: _____

Signature (patient or responsible party): _____

If signed by party other than patient, print name: _____