



13555 Bowman Rd. Suite 100, Auburn, Ca. 95603 | Phone: 530-885-3951 | Fax 530-885-3932

OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

Thank you for choosing Vista Complete Care. We realize that you have a choice in medical providers and are pleased that you have chosen us for your healthcare needs. The staff at Vista

Complete Care strives to exceed expectations, in care and service, in order to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. In order to do so we have implemented the following policies.

Please feel free to contact our office if you have any questions regarding our policies.

OFFICE HOURS

Our office is open Monday to Friday 8 AM to 5 PM and Saturday from 9 AM to 4 PM. We are closed Sundays. Our physicians are available after hours 24 hours per day/365 days per year by calling our phone number and following the prompts. If you need an appointment, prescription refill or test results, please call during regular business hours. We are closed the following Holidays; Christmas Day, Thanksgiving Day, and New Year's day. Our holiday hours are 9 AM to 4 PM on the following holidays; Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day.

URGENT CARE

We welcome Walk-Ins for your Urgent Care needs during business hours (above). Please note; all visits are billed under our family practice, and are subject to copays/deductibles and co-insurances.

Sutter HMO insurance will not cover X-rays at our facility. All Sutter HMO members will be referred to Sutter Imaging for X-rays.

In the event that a patient needs to be admitted to a hospital, our care team will work with the hospitalists for coordination of care.

APPOINTMENTS

Vista Complete Care is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance. While we strive to schedule appointments in a timely manner, emergencies can and do occur in primary care. Our goal is to give all of our patients the time and attention that they require for treatment. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date.

To ensure quality care, Vista Complete Care does not treat patients we have not seen (i.e., we will not call in prescriptions or offer medical advice for patients prior to their initial visit). Follow up



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appointments may be required after testing has been completed, so that results may be reviewed together, and an effective and appropriate plan for your health care can be determined. We encourage you to schedule appointments for preventative health visits, physicals, pap exams, chronic medical conditions, prescription renewals and non-urgent visits.

Our registration and triage process can take 15 minutes, therefore please check-in 15 minutes prior to your scheduled appointment time. If you are more than 15 minutes late for your appointment we will make every effort to work you in if the schedule permits, however you may be asked to reschedule for a later date or time.

Patients will be seen in the following order: (1) Emergencies (2) Scheduled appointments (3) Walk-ins for acute illness.

Please be considerate if the office is running behind, emergencies occur, and each patient will be treated with the time and care it takes to address their problem, including you.

PHONE/PORTAL MESSAGES

Our office accepts telephone messages as well as electronic communications through our secured patient portal (we are not able to accept correspondence via email at this time, due to HIPAA and Privacy laws). **In case of emergency, please call 911.** If you have an urgent message, please *call* our office. We will respond to messages as promptly as possible. If you have not received a response to your non-urgent message within 24-48 hours, please follow up with our office

We encourage our patients to use our secured patient portal for non-urgent services. For HIPAA compliance we do not accept e-mails that are not generated through our secure patient portal. Our patient portal allows you to:

- View details about your upcoming appointments with our practice
- Exchange secure messages with our staff
- Update your contact and insurance information
- Read and print important forms
- Access your most recent lab results and health data

CANCELLATION OF AN APPOINTMENT

In order to be respectful of the medical needs of our patients, please be courteous and call Vista Complete Care promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment. This is how we can best serve the needs of our patients. If it is necessary to cancel your scheduled appointment we require that you call one (1) working day in advance. Your cancellation will give another person the ability to have access to timely medical care.



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NO SHOW POLICY

A "no-show" is someone who misses an appointment without canceling it within one (1) business day in advance. A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a "no-show". An administrative fee of \$50.00 will be billed to your account. You will be sent a letter alerting you to the fact that you failed to show for a scheduled appointment and did not cancel the appointment within one business day in advance along with the bill for the administrative fee. A copy of the letter will be placed in your medical record. **Please note that No-Show charges are the patient responsibility and will not be billed to your insurance company.

INSURANCE

Vista Complete Care accepts most insurance plans. Please contact your insurance company prior to being seen to verify if we are "In-Network" or "Out of Network" for your particular plan. Seeing an "Out of Network" provider may result in higher out-of-pocket expenses. To determine network status for Vista Complete Care, please use our tax ID number: 272235193 and call the phone number located on the back of your insurance card.

It is the patient's responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment, and the patient may incur charges for the entire bill. Patients are responsible for co-pays at time of service. If applicable, you will be billed for services not covered by your insurance (as stated in your insurance contract) by our billing department.

We accept all HMO plans as long as Dr. Daniel Sewell or Dr. Gordon Marler are listed as the Primary Care Physician (PCP). Dr. Sewell is a Primary Care Provider for Hill physicians Medical Group, Sutter Independent Physicians as well as Sierra Nevada Medical Associates. Dr Marler is a Primary Care Physician for Hill Physicians Medical Group and Sutter Independent Physicians. If Dr. Sewell and Dr. Marler are not your assigned PCP through your insurance company, you will be responsible for the office visit if denied by your insurance company.

If you have insurance through Covered California, Aetna, Blue Cross, Blue Shield, or other insurance, please call your insurance plan to see if we are an "In-Network" provider. If we are not an "In-Network" provider you may still be seen in our office, but will be responsible for any "Out-of-Network" fees.

We are NOT a Medi-cal provider.

PAYMENTS COLLECTIONS AND DISMISSALS

Vista Complete Care accepts cash, personal checks, MasterCard, Discover, Visa and American Express. Checks can be made out to Vista Complete Care. If a check is returned a "Returned Check



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Fee" of \$25.00 will be charged to your account. If a check is returned, all future payments would need to be made via Card or Cash.

It is the policy of Vista Complete Care to make all reasonable efforts to collect outstanding balances should they accrue. We offer convenient payment arrangements. Past due accounts will be outsourced to a third-party for the purpose of collection. If an account is sent to a collection agency the physician/patient relationship will be terminated. Re-instatement of care can be requested once the balance is settled with the collection agency. If re-instatement is approved, a fee of 30% of the collection amount will be charged. Re-instatement of an account is on a case by case basis subject to management approval. Examples of accounts not eligible for re-instatement include:

- Failure to adhere to payment plan arrangements
- Noncompliance with treatment
- Deceptive behavior
- Medication abuse

Termination of the physician/patient relationship can occur at the request of the patient or the physician when the relationship is no longer proceeding in a mutually productive manner. If you are dismissed from the practice, emergency care only will be provided for 30 days to allow appropriate time to find another healthcare provider. Circumstances that may result in dismissal from the practice include:

- Noncompliance with treatment
- Noncompliance with Pain Management Contract
- Failure to keep appointments
- Threatening, demanding or abusive behavior directed toward our staff, physicians, other healthcare providers or patients
- Deceptive behavior
- Medication abuse
- The patient leaves the practice
- Failure to pay consistent with the policy listed above

FORMS/LETTERS

We understand that at times, various forms or letters may be required to assist you with your health care needs. The staff at Vista Complete Care will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming, please allow 7-10 days for completion of requested forms/letters. To ensure all paperwork is completed appropriately and in a timely manner, we require forms to be given to the receptionist prior to your appointment. Any forms given to the medical provider during the exam may be subject to processing delay. Our office charges \$25.00 for all new disability paperwork and comprehensive extensions. We



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charge \$15 for all EDD extensions done online. Other forms may be subject to a fee of \$5.00 per page. Payment is due prior to the completion of the paperwork. Extensions will not be completed until payment is received.

MEDICAL RECORDS

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. Medical record requests over 20 pages will be subject to a minimum fee of \$15.00. Please allow our medical records department 10-14 business days to process your request.

PRESCRIPTION REFILLS & PHARMACY INFORMATION

Please inform Vista Complete Care of the pharmacy you use and update us if that should change. Please allow up to 72 hours for a refill request. We encourage our patients to review their medications prior to their office appointment and to request refills at that time if needed. Please note that we do not prescribe narcotic medications over the phone. Our practice does not routinely order narcotic pain medicine; therefore you may be required to obtain this medication from a pain management specialist.

Pharmacists may request additional information in order to fill medication. Our office requires a signed medical consent for HIPAA compliance.

PRIVATE PAY

Please be aware that payment is due at the time of service. As a courtesy, our office offers our uninsured patients a sliding fee discount. In order to be eligible for this discount, payment must be made at the time of service. Private pay balances not paid in full at the time of service will be billed to the patient at the non-discounted rate. The sliding fee discount will be removed for all accounts in which a check is returned for insufficient funds or a payment plan agreement is not kept in good standing.

REFERRALS

We make every effort possible to send you to an In-Network Specialist, Imaging facility and Lab. However, since contracts are changing, it is the patient's responsibility to know if they are going to a facility that is within their network.



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TREATMENT OF MINORS

Children under the age of 18 will require a parent or guardian present for treatment. An authorization for one-time treatment will be accepted for visits that do not require immunizations or procedures.

PAIN MANAGEMENT

Pain management frequently involves the use of federally controlled medications. Your use of controlled medications needs to be closely monitored to assure that you are receiving safe and effective care.

Vista Complete Care will not prescribe controlled substances to any new patients on the first visit. All new pain medication patients must provide Vista Complete Care prescribers with adequate prior medical records showing medical necessity including imaging, physical therapy, and all modalities tried to control pain along with chart notes and a complete history. Your medical records will be used to determine the appropriate treatment course if we decide to treat your chronic pain.

If you are approved to be treated the following protocols must be adhered to avoid discharge from our practice:

- All patients being treated with narcotic pain medications will be evaluated with the (ORT) risk assessment tool to quantify the level of management needed.
- All patients on narcotic pain medications that are approved to be seen will be titrated down to, and/or kept at or below an 80mg MED (Morphine Equivalent dose).
- If you are being treated with narcotic pain medications you will be referred to a Psychiatrist for anxiety and/or ADD treatment if needed.
- You will be subject to random Urine Drug Screens at least every 3 months.
- You will be required to sign and remain in compliance with a controlled substances contract.
- You will be expected to give at least 72 hours advanced notice of medication refill requests.