

SYNERGY RHEUMATOLOGY AND WELLNESS

CONSENT FOR TREATMENT

Effective Aug 6th, 2024

Clinic Name: Synergy Rheumatology and Wellness
Address: 6120 Paseo Del Norte, Suite C-1, Carlsbad, CA 92011
Phone: (760) 891-4687
Fax: (760) 684-8715
Email: info@synergyrheum.com

Welcome to Synergy Rheumatology and Wellness. We are dedicated to providing you with exceptional care and service. Below are our clinic policies. By signing this form, you acknowledge and agree to these policies.

Consent for Treatment: I hereby consent to receive medical care and treatment as provided by Dr. Zachary Fellows, MD, and staff at Synergy Rheumatology.

Nature of Treatment: I understand that I will receive rheumatologic care, which may include but is not limited to, physical examinations, diagnostic tests, procedures, medication prescriptions, and lifestyle recommendations.

Procedure Consent: I understand certain procedures may be recommended to me and, before undergoing a procedure, I understand I will be given informed consent verbally by Dr. Fellows to the risks and benefits of any said procedure before I agree to proceed.

Risks and Benefits: I acknowledge that the practice of medicine is not an exact science and that no guarantees have been made to me as to the outcome of treatments or examinations at Synergy Rheumatology and Wellness.

Appointments: Initial appointments must be scheduled over the phone or online by visiting www.synergyrheum.com. Follow-up appointments are often scheduled at the time of visit but can be changed, added, or canceled by texting the clinic phone number, calling, or emailing. New patients should arrive at least 10 minutes before their scheduled appointment time. Patients are considered late and may have their appointment rescheduled if they arrive in the office more than 10 minutes after their appointment time. Repeated late appointments may be subject to a late fee. Missed appointments may be subject to a cancellation fee.

Prescription Refill Policy: Prescription refills are completed during appointments only. Patients prescribed controlled substances may be required to complete a separate controlled substance agreement and may be subject to periodic drug testing to ensure compliance. Failure to comply with these policies may result in termination of all controlled substance prescriptions and may result in dismissal from the practice.

Communication Policy: Non-urgent scheduling matters should be communicated through text message to the office number or phone call to the office number. For clinical clarifications between appointments, use the Elation Health's Passport patient portal for any routine purposes. Invitations to Passport will be sent at the initial appointment or by request.

Communication-Based Services: In addition to in-person office visits, Synergy Rheumatology and Wellness may provide and bill for various communication-based services, including but not limited to E-visits (patient-initiated electronic communications), virtual check-ins, and telephone consultations. These services may be billed to you directly or to your insurance, depending on your coverage and the nature of the communication. By signing this form, you authorize Synergy Rheumatology and Wellness to provide and bill for these services as appropriate. The fees for these services will be in accordance with our current fee schedule, which is available upon request. You are responsible for understanding your insurance coverage for these services and for any portion of the fees not covered by your insurance.

SMS Text Messaging Terms of Service: Synergy Rheumatology and Wellness might use SMS text messaging, from time to time, for certain types of communication with you, including potentially for administrative issues, such as billing, or for health-related issues, such as care reminders. It is the patient's responsibility, when opting in to SMS communication with us, to ensure received messages are received by you. By signing this form, you agree to receive (you "opt in" to receiving) SMS text messages from Synergy Rheumatology and Wellness, related to services that we are providing to you. Message and data rates may apply, and message frequency varies. You may text us STOP at any time to opt out of receiving SMS text messages from us. You may text us HELP at any time to receive help. SMS text messages from Synergy Rheumatology and Wellness may originate from our organizational phone numbers, including: (760) 891-4687, (760) 374-8254.

Office Behavior: We are committed to maintaining a respectful, safe, and supportive environment. Disrespectful, disruptive, or unsafe behavior will not be tolerated and may result in termination of care. We expect mutual respect in all interactions between patients and clinic staff.

Patient Responsibilities: Patients are expected to provide accurate and up-to-date health information. Active participation in healthcare decisions and adherence to agreed-upon treatment plans are essential. Patients should communicate any changes in their health or treatment concerns promptly.

Telehealth Consent: I consent to the use of telehealth services when deemed appropriate by my healthcare provider and understand the risks, benefits, and limitations associated with telehealth. I understand it is my responsibility to ensure my own privacy when using telehealth services.

Consent for use of AI: The use of artificial intelligence (AI) technologies, specifically and primarily the application of recorded conversation processed by large language model technology, may be utilized to summarize visits in clinical notes or to produce comprehensive patient instructions. All data obtained is subject to the same HIPAA protections afforded to any other information shared during the visit and is not able to be reproduced, saved, sold, or utilized for other purposes. If desired, this technology can and will be disabled for your visits by verbally requesting such at time of visit.

Use of Health Information: I consent to the use of my health information for treatment, payment, and healthcare operations, in accordance with HIPAA guidelines. I consent for its transmission electronically, by fax, and by phone to providers, pharmacies, infusion centers, allied health services including physical therapists/occupational therapies, and others, strictly only as necessary to facilitate my treatment and safety in accordance with HIPAA guidelines.

Consent to Release Information: I consent to the release of my medical information to other healthcare providers, insurance companies, or entities as necessary to furnish your medical care or facilitate your reimbursement.

Right to Withdraw Consent: I understand that I have the right to withdraw my consent at any time and should contact the office directly to do so or in writing.

Language Assistance Services: I acknowledge being informed about the limited availability of language assistance services. Accommodations will be made for deafness with an interpreter for American Sign Language (ASL) if the clinic is given notice no sooner than 2 full business days in advance of appointment. No other language services are available and therefore I am responsible for providing my own interpretation service, whether this be family, friend, or professional service.

Notice to Patients re: Open Payments Database: For informational purposes only, a link to the federal Centers for Medicare and Medicaid Services (CMS) Open Payments web page is provided here. The federal Physician Payments Sunshine Act requires that detailed information about payment and other payments of value worth over ten dollars (\$10) from manufacturers of drugs, medical devices, and biologics to physicians and teaching hospitals be made available to the public. You may search this federal database for payments made to physicians and teaching hospitals by visiting this website: <https://openpaymentsdata.cms.gov/>

Changes to Policies: I understand that Synergy Rheumatology and Wellness may revise these policies in the future and will provide these updated policies electronically when changes occur.

SYNERGY RHEUMATOLOGY AND WELLNESS FINANCIAL AGREEMENT

Effective Aug 6th, 2024

Credit Card on File Policy: Synergy Rheumatology may require you to store a credit or debit card on file prior to the first appointment. This card information will be stored securely with Elation Health (530 Divisadero St, #872, San Francisco, CA 94117) and will be obtained through a secure portal by phone or email. Dr. Fellows and staff do not have direct access to this card information. This policy ensures timely payment for services including copays, coinsurance, membership billing when applicable, and non-covered procedure/service fees.

Payment Policy: Payment for services is due at the time of visit and will be charged to the card on file by the end of the day. Unpaid charges after 14 days may result in a statement, and accounts overdue beyond 120 days may be subject to collections. Credit card/debit card or HSA/FSA card are the only payment forms accepted - no cash or checks are accepted.

Use of FSAs and HSAs: FSAs and HSAs can be used for consultations, follow-up visits, procedures, and other billable services, but not for membership fees. It is the patient's responsibility to request treatment receipts for HSA reimbursement and manage any IRS penalties or fees.

Insurance Policy

Dr. Fellows is in-network with select PPO plans and Medicare Part B. For an updated list of contracted insurers, please contact the office directly or visit the practice's website at www.synergyrheum.com.

For in-network commercial patients and Medicare Part B patients:

Select PPO plans and Medicare Part B patients (with or without supplement) are in-network and claims will be submitted on your behalf for covered services. Patients are responsible for their deductibles dictated by their insurance plans as determined at time of service. Covered services include consultation, routine follow-ups, telehealth, and most procedures. Insurance plans will not cover the optional membership fee nor the enhanced, non-covered services provided through membership including but not limited to:

- Text/SMS communication
- Priority appointments (same/next day)
- Extended hours access for communication or appointments (after-hours, weekends)
- Prior authorizations, if required
- Other non-covered procedures or discounts for such including but not limited to weight loss services, PRP injections, body composition testing (bioelectrical impedance), prolotherapy, etc

For out-of-network commercial insurance plans:

Upon request, Synergy Rheumatology will provide a superbill for office or telehealth visits, which can be submitted to private insurers for out-of-network reimbursement. Patients are responsible for understanding their insurance benefits and any unpaid balance. Corrections to superbills are at the discretion of Dr. Fellows - all superbills are generated accurately in good faith at time of visit. Synergy Rheumatology partners with Reimbursify (reimbursify.com, iPhone/Android apps available) for submitting out-of-network claims to your insurer. Synergy Rheumatology is not responsible for outcomes related to Reimbursify services.

Additional Terms

- The patient agrees to notify Synergy Rheumatology of any changes in their credit card information.
- Synergy Rheumatology reserves the right to modify the financial policy and will notify patients of any changes.
- Late Payment Fee: A late payment fee may be assessed for overdue balances.
- Consent: By signing this agreement, the patient consents to the financial terms and policies outlined herein.

Acknowledgement and Signature: I have read and understand the policies of Synergy Rheumatology and Wellness. I agree to adhere to these policies and understand that failure to do so may lead to modifications in my treatment plan or discontinuation of care.

Name: _____ Signature: _____

Date: _____