



## Welcome! Thank you for choosing Halcyon Dermatology

**Your health care needs are our most important priority.** Our goal is to be available and responsive to your needs, and to provide Best in Class medical care for every patient. The following information is provided to introduce you to our practice and help you plan your office visits. Please let us know if you have any questions or would like additional information.

- Office hours are 9am-4:30pm Monday through, Thursday and 9am-1pm on Fridays.
- Please call (949) 266-0216 during regular office hours to schedule an appointment.
- Our office does not provide childcare supervision during appointments. No children under age 12 may be left unaccompanied in the waiting room.
- You will receive a text and/or email prior to your visit to confirm your appointment.
- If you are unable to keep an appointment, please call the office in advance. After hours, you may leave a voicemail.
- **Our specialty practice has a “No Show” fee of \$50** which is charged if you do not cancel 24 hours in advance as permitted by your insurance. We understand things may come up unexpectedly; an exception will be made in case of an emergency. More than 3 no shows or late cancellations may result in dismissal from our practice.
- If you are running late for an appointment, please call our office as we may be able to accommodate your arrival with our schedule. If you are more than 10 minutes late, your appointment may need to be rescheduled as a courtesy to our other patients.
- If you need to contact the physician after hours, an on-call physician will be notified and respond to your call. Please call 911 in case of any emergency.
- Please bring a photo ID and your medical insurance card on your first visit as part of our privacy/identify theft program.
- Halcyon Dermatology maintains compliance with federal and state HIPAA privacy laws. If you would like health information released to yourself or to another person, you must sign a HIPAA release identifying the individual to whom you want information released.
- Co-pays and deductibles are due at the time of your appointment. Bills are payable within 30 days of receipt. We bill insurance on your behalf. However, the balance due is your responsibility.
- Our practice uses an electronic medical record system, and you may register for the Patient Portal to access your medical record information, lab tests, and physician visit notes.
- Once you are a registered patient, you may communicate electronically with Halcyon Dermatology using the Patient Portal or Klara secure text messaging. Please call the office if you have a problem, need help, or have an urgent matter.
- Our office does not permit photography, video, or audio recording in the office.
- We offer telemedicine visits for your convenience when applicable.
- Our practice will need to re-establish care as a new patient if you are not seen for two consecutive years.
- Our practice maintains high standards of excellence and integrity from our staff; we strive to treat each patient with courtesy, respect, and mutual trust. We maintain a zero tolerance for inappropriate behavior on the phone and in the office.
- Please refrain from speaking on your mobile phone while in the exam and waiting rooms. You may forfeit your appointment if you are on the phone when we are ready to start your visit.

We look forward to providing you with the quality medical services to support your health care needs. Wishing you the best of health.



## FINANCIAL POLICY HALCYON DERMATOLOGY

Payment is required for all services at the time they are rendered. All co-payments, co-insurance, and deductibles will be collected at time of service. All medical procedures performed have separate fees in addition to office visit fees. You are responsible for checking our participation and your deductible with your plan before your visit. You are responsible for any and all charges, not paid by your insurance company after 30 days. Any outstanding balances that are greater than 60 days old will be sent to a collections agency, and you will be responsible for all collection fees plus outstanding balances. Return patients cannot be seen until prior balances are paid. Any returned checks will be charged a \$50 returned check fee in addition to the balance owed. All balances/fees will be billed in accordance with your insurance policies.

- Requests for removal of benign growths such as pimples, skin tags, asymptomatic cysts, brown spots, and sun spots are considered cosmetic and are not billable to your insurance.
- **Appointments:** To avoid a **\$50 cancellation/no-show fee**, please cancel or reschedule at least **24 hours in advance**.
- If you arrive more than 10 minutes late, your appointment may be subject to cancellation or no-show fee.
- **Mohs/surgery/procedure appointments:** Cancellations must be made at least **2 business days in advance** to avoid a \$100 cancellation fee.
- **Any surgical appointments:** A **refundable \$100 scheduling deposit**, along with copay or deductible prepayment, is required at booking. The deposit will be **forfeited for no-shows**.

### Insurance Benefits explained

Please understand that we file insurance as a courtesy to our patients. We do not have a contract with your insurance company to pay your medical costs, only you do. Although we are happy to assist you, please know that it is your responsibility to understand your policy. We will assist you in estimating your portion of the cost of treatment, but we at no time guarantee what your insurance will or will not pay with each claim. Please keep in mind the following:

#### **Fact 1 – YOUR BENEFITS ARE DETERMINED BY THE INSURANCE AGREEMENT YOU SIGNED WITH YOUR INSURANCE COMPANY**

Insurance policies are agreements that you sign with own insurance company, and it is your responsibility to check your insurance eligibility, deductibles, co-insurance, and copays. While we may be considered “in-network” providers for you, that does not guarantee that your insurance will cover all the costs of your visit.

#### **Fact 2 - NO INSURANCE PAYS 100% OF ALL OFFICE VISITS AND PROCEDURE FEES**

There are hundreds of insurance companies, and each company sets its own fee schedule, and these allowable rates vary greatly. Our typical fee that we bill your insurance may be greater than the actual charge allowed by your insurance company because we do not know the actual fee your insurance allows. **The amount that we bill you is determined by your insurance company.**

#### **Fact 3 - DEDUCTIBLES & CO-PAYMENTS MUST BE CONSIDERED**

Even though you have insurance, and your insurance states that a service is “covered” that does not mean you will not owe anything. When estimating your benefits, you must consider deductibles and coinsurances. Assuming that the insurance company allows \$150 for an office visit, and you have a deductible of \$500, you will be responsible for the \$150 until you have met your deductible of \$500.



## HALCYON DERMATOLOGY NOTICE OF PRIVACY PRACTICES

**Privacy Officer: Katherine Lee, M.D. 949-266-0216**

**Effective Date:** 7/25/2014

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

*We understand the importance of privacy and are committed to maintaining the confidentiality of your medical information. We make a record of the medical care we provide and may receive such records from others. We use these records to provide or enable other health care providers to provide quality medical care, to obtain payment for services provided to you as allowed by your health plan and to enable us to meet our professional and legal obligations to operate this medical practice properly. We are required by law to maintain the privacy of protected health information and to provide individuals with notice of our legal duties and privacy practices with respect to protected health information. This notice describes how we may use and disclose your medical information. It also describes your rights and our legal obligations with respect to your medical information. If you have any questions about this Notice, please contact our Privacy Officer listed above.*

### **A. How This Medical Practice May Use or Disclose Your Health Information**

This medical practice collects health information about you and stores it in a chart and on a computer. This is your medical record. The medical record is the property of this medical practice, but the information in the medical record belongs to you. The law permits us to use or disclose your health information for the following purposes:

- 1. Treatment.** We use medical information about you to provide your medical care. We disclose medical information to our employees and others who are involved in providing the care you need. For example, we may share your medical information with other physicians or other health care providers who will provide services which we do not provide. Or we may share this information with a pharmacist who needs it to dispense a prescription to you, or a laboratory that performs a test. We may also disclose medical information to members of your family or others who can help you when you are sick or injured.
- 2. Payment.** We use and disclose medical information about you to obtain payment for the services we provide. For example, we give your health plan the information it requires before it will pay us. We may also disclose information to other health care providers to assist them in obtaining payment for services they have provided to you.
- 3. Health Care Operations.** We may use and disclose medical information about you to operate this medical practice. For example, we may use and disclose this information to review and improve the quality of care we provide, or the competence and qualifications of our professional staff. Or we may use and disclose this information to get your health plan to authorize services or referrals. We may also use and disclose this information as necessary for medical reviews, legal services and audits, including fraud and abuse detection and compliance programs and business planning and management. We may also share your medical information with our "business associates," such as our billing service, that perform administrative services for us. We have a written contract with each of these business associates that contains terms requiring them to protect the confidentiality and security of your medical information. Although federal law does not protect health information which is disclosed to someone other than another healthcare



provider, health plan, healthcare clearinghouse, or one of their business associates, California law prohibits all recipients of healthcare information from further disclosing it except as specifically required or permitted by law. We may also share your information with other health care providers, health care clearinghouses or health plans that have a relationship with you, when they request this information to help them with their quality assessment and improvement activities, their patient-safety activities, their population-based efforts to improve health or reduce health care costs, protocol development, case management or care coordination activities, their review of competence, qualifications and performance of health care professionals, their training programs, their accreditation, certification or licensing activities, their activities related to contracts of health insurance or health benefits, or their health care fraud and abuse detection and compliance efforts. *[We may also share medical information about you with the other health care providers, health care clearinghouses and health plans that participate with us in "organized health care arrangements" (OHCAs) for any of the OHCAs' health care operations. OHCAs include hospitals, physician organizations, health plans, and other entities which collectively provide health care services. A listing of the OHCAs we participate in is available from the Privacy Official.]*

4. **Appointment Reminders.** We may use and disclose medical information to contact and remind you about appointments. If you are not home, we may leave this information on your answering machine or in a message left with the person answering the phone.]
5. **Sign In Sheet.** We may use and disclose medical information about you by having you sign in when you arrive at our office. We may also call out your name when we are ready to see you.
6. **Notification and Communication with Family.** We may disclose your health information to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or, unless you have instructed us otherwise, in the event of your death. In the event of a disaster, we may disclose information to a relief organization so that they may coordinate these notification efforts. We may also disclose information to someone who is involved with your care or helps pay for your care. If you are able and available to agree or object, we will give you the opportunity to object prior to making these disclosures, although we may disclose this information in a disaster even over your objection if we believe it is necessary to respond to the emergency circumstances. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.
7. **Marketing.** Provided we do not receive any payment for making these communications, we may contact you to encourage you to purchase or use products or services related to your treatment, case management or care coordination, or to direct or recommend other treatments, therapies, health care providers or settings of care that may be of interest to you. We may similarly describe products or services provided by this practice and tell you which health plans we participate in, We may receive financial compensation to talk with you face-to-face, to provide you with small promotional gifts, or to cover our cost of reminding you to take and refill your medication or otherwise communicate about a drug or biologic that is currently prescribed for you, but only if you either: (1) have a chronic and seriously debilitating or life-threatening condition and the communication is made to educate or advise you about treatment options and otherwise maintain adherence to a prescribed course of treatment, or (2) you are a current health plan enrollee and the communication is limited to the availability of more cost-effective pharmaceuticals. If we make these communications while you have a chronic and seriously debilitating or life threatening condition, we will provide notice of the following in at least 14-point type: (1) the fact and source of the remuneration; and (2) your right to opt-out of future remunerated communications by calling the communicator's toll-free number. We will not otherwise use or disclose your medical information for marketing purposes or accept any payment for other marketing communications without your prior written authorization. The authorization will disclose whether we receive any financial compensation for any marketing activity you authorize, and we will stop any future marketing activity to the extent you revoke that authorization.
8. **Sale of Health Information.** We will not sell your health information without your prior written authorization. The authorization will disclose that we will receive compensation for your health



information if you authorize us to sell it, and we will stop any future sales of your information to the extent that you revoke that authorization.

9. **Required by Law.** As required by law, we will use and disclose your health information, but we will limit our use or disclosure to the relevant requirements of the law. When the law requires us to report abuse, neglect or domestic violence, or respond to judicial or administrative proceedings, or to law enforcement officials, we will further comply with the requirement set forth below concerning those activities.
10. **Public Health.** We may, and are sometimes required by law to disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability; reporting child, elder or dependent adult abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure. When we report suspected elder or dependent adult abuse or domestic violence, we will inform you or your personal representative promptly unless in our best professional judgment, we believe the notification would place you at risk of serious harm or would require informing a personal representative we believe is responsible for the abuse or harm.
11. **Health Oversight Activities.** We may, and are sometimes required by law to disclose your health information to health oversight agencies during the course of audits, investigations, inspections, licensure and other proceedings, subject to the limitations imposed by federal and California law.
12. **Judicial and Administrative Proceedings.** We may, and are sometimes required by law, to disclose your health information in the course of any administrative or judicial proceeding to the extent expressly authorized by a court or administrative order. We may also disclose information about you in response to a subpoena, discovery request or other lawful process if reasonable efforts have been made to notify you of the request and you have not objected, or if your objections have been resolved by a court or administrative order.
13. **Law Enforcement.** We may, and are sometimes required by law, to disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order, warrant, grand jury subpoena and other law enforcement purposes.
14. **Coroners.** We may, and are often required by law, to disclose your health information to coroners in connection with their investigations of deaths.
15. **Organ or Tissue Donation.** We may disclose your health information to organizations involved in procuring, banking or transplanting organs and tissues.
16. **Public Safety.** We may, and are sometimes required by law, to disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.
17. **Proof of Immunization.** We will disclose proof of immunization to a school where the law requires the school to have such information prior to admitting a student if you have agree to the disclosure on behalf of yourself or your dependent.
18. **Specialized Government Functions.** We may disclose your health information for military or national security purposes or to correctional institutions or law enforcement officers that have you in their lawful custody.
19. **Worker's Compensation.** We may disclose your health information as necessary to comply with worker's compensation laws. For example, to the extent your care is covered by workers' compensation, we will make periodic reports to your employer about your condition. We are also required by law to report cases of occupational injury or occupational illness to the employer or workers' compensation insurer.
20. **Change of Ownership.** In the event that this medical practice is sold or merged with another organization, your health information/record will become the property of the new owner, although you will maintain the right to request that copies of your health information be transferred to another physician or medical group.
21. **Breach Notification.** In the case of a breach of unsecured protected health information, we will notify you as required by law. If you have provided us with a current email address, we may use email to communicate information related to the breach. In some circumstances our business





associate may provide the notification. We may also provide notification by other methods as appropriate.

22. **Psychotherapy Notes.** We will not use or disclose your psychotherapy notes without your prior written authorization except for the following: (1) your treatment, (2) for training our staff, students and other trainees, (3) to defend ourselves if you sue us or bring some other legal proceeding, (4) if the law requires us to disclose the information to you or the Secretary of HHS or for some other reason, (5) in response to health oversight activities concerning your psychotherapist, (6) to avert a serious threat to health or safety, or (7) to the coroner or medical examiner after you die. To the extent you revoke an authorization to use or disclose your psychotherapy notes, we will stop using or disclosing these notes.
23. **Research.** We may disclose your health information to researchers conducting research with respect to which your written authorization is not required as approved by an Institutional Review Board or privacy board, in compliance with governing law.
24. **Fundraising.** We may use or disclose your demographic information, the dates that you received treatment, the department of service, your treating physician, outcome information and health insurance status in order to contact you for our fundraising activities. If you do not want to receive these materials, notify the Privacy Officer listed at the top of this Notice of Privacy Practices and we will stop any further fundraising communications. Similarly, you should notify the Privacy Office if you decide you want to start receiving these solicitations again.

## **B. When This Medical Practice May Not Use or Disclose Your Health Information**

Except as described in this Notice of Privacy Practices, this medical practice will, consistent with its legal obligations, not use or disclose health information which identifies you without your written authorization. If you do authorize this medical practice to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

## **C. Your Health Information Rights**

1. **Right to Request Special Privacy Protections.** You have the right to request restrictions on certain uses and disclosures of your health information by a written request specifying what information you want to limit, and what limitations on our use or disclosure of that information you wish to have imposed. If you tell us not to disclose information to your commercial health plan concerning health care items or services for which you paid for in full out-of-pocket, we will abide by your request, unless we must disclose the information for treatment or legal reasons. We reserve the right to accept or reject any other request, and will notify you of our decision.
2. **Right to Request Confidential Communications.** You have the right to request that you receive your health information in a specific way or at a specific location. For example, you may ask that we send information to a particular email account or to your work address. We will comply with all reasonable requests submitted in writing which specify how or where you wish to receive these communications.
3. **Right to Inspect and Copy.** You have the right to inspect and copy your health information, with limited exceptions. To access your medical information, you must submit a written request detailing what information you want access to, whether you want to inspect it or get a copy of it, and if you want a copy, your preferred form and format. We will provide copies in your requested form and format if it is readily producible, or we will provide you with an alternative format you find acceptable, or if we can't agree and we maintain the record in an electronic format, your choice of a readable electronic or hardcopy format. We will also send a copy to another person you designate in writing. We will charge a reasonable fee which covers our costs for labor, supplies, postage, and if requested and agreed to in advance, the cost of preparing an explanation or summary, as allowed by federal and California law. We may deny your request under limited circumstances. If we deny your request to access your child's records or the records of an incapacitated adult you are representing because we believe allowing access would be reasonably likely to cause substantial harm to the patient, you will have a right to appeal our decision. If we deny your request to access your psychotherapy notes, you will have the right to have them transferred to another mental health professional.



# NOTICE TO PATIENTS 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 hospital 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/>