

PRACTICE POLICIES

The Big Picture

My practice is a one-person operation. I provide unique opportunities for patients because I work for my *patients*—not for corporate medicine, pharmaceutical companies, or government agencies. So the culture of my practice is significantly different from that of the standard medical practice.

My patients

- do their own paperwork
- keep track of their own prescriptions
- keep track of their own appointments
- pay for their visits out of pocket at the time of the visit
- maintain their own relationship with the freelance insurance biller
- do their part to stop the spread of communicable diseases
- enjoy their relationship with a doctor who is doing what she loves and does best so they can too
- benefit from a practice where close to 100% of the effort is focused directly on their health and healing so they can create ways to
- experience healing and wellness

My practice isn't for everyone. It is for individuals who, together with a powerful support system, are taking responsibility for their own health. Like all opportunities, the opportunities all provide come at a cost. Because I have so much supporting evidence, I trust that the cost of taking such opportunities is a gain compared to the cost of not taking them.

80-year-old woman: Do you mean to tell me that it will take me 10 years to really get good at this healing practice?

Gary Renard: Yes, that's about right.

Woman: But I'm 80 years old! I'd be 90 by that time!

*Gary: Well, how old will you be in 10 years if you **don't** do it?*

“Don't ask how much difficult work there will be.
Cultivate yourself, harvest something new.”

Susan M. Overkamp, DO
Door to Door Medicine
Text or call 914.357.5681
or email
drsue@doortodoormedicine.com

For your safety and happiness, please read on:

- We appreciate having you for a patient!
- You are responsible for knowing our office policies and adhering to them.
- You are required to wear a close-fitting face mask over nose and mouth during the entire in-person visit unless instructed otherwise by Dr. Overkamp.
- You are required to observe adequate hand hygiene during the in-person visit. I will supply you with hand sanitizer and face masks.
- I conduct in-person visits at patients' homes as well as telemedicine visits. Especially during the current pandemic, visit type is at the physician's discretion.
- I don't fill prescriptions between visits because I write your script to cover you to the next visit. If you need a refill, make an appointment—in advance of running out of your medications.
- Have available all meds and supplements for every visit, even a follow up. You just never know when you'll have a question about brand, dosing and interactions that I can't answer without the bottle. Photos of front and back labels are fine.
- You must schedule another visit if you
 - o don't have meds and supplements available for your visit
 - o wait until the end of the visit to ask for refills
 - o have any other last-minute questions or concerns at the visit
 - o don't fill out your paperwork
- If you need care outside my hours, seek urgent or emergency care.
- Please be on time for your appointment. If you are late, your appointment ends at its appointed time and payment in full for the visit is due.
- Late cancelations and no-shows are assessed a \$75 fee, which I forgive for the first no-show. The second one, I charge the fee. The third time, I dismiss the patient from the practice due to patient's lack of interest.
- Email me new patient info at least 2 business days before your first appointment.
- If you have paperwork from outside (for example, physicals, state forms) complete your part of the paperwork before the visit. I'll take care of the medical part and my signature and the date. The rest is yours, including things you know, like my address, phone number, and so on.
- Insurance claims: Please tell us at the start of any visit you want billed, so the necessary forms can be prepared.
- Government insurance (for example, Medicare, Medicaid, Tri-Care) cannot be billed at all for our services.
- I'm available to you for brief exchanges at no charge—10 minutes or less—by email (drsue@doortodoormedicine.com) and Google voice (text, email or phone at 914-357-5681). I am usually available during business hours M-F 8-5, outside those hours at my discretion. Please be aware that medical advice over the phone is at my discretion.
- Exchanges by phone and email in excess of 10 minutes will be billed at \$3.00/minute.

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Visits & Fees

For a new patient appointment, you may be at the clinic for up to 90 minutes. Please allow enough time.

Medical care is provided virtually, by phone, or in person at the physician's discretion.

All forms of payment are discounted 5% during COVID-19.

Regular Adult Visit	Discount	Standard
15 minutes	\$100	\$105
40 minutes	\$135	\$142
60 minutes	\$195	\$205

Treatment Only Visits: \$80/visit (Fees for treatment only. When changes to the current plan of care are needed, fees are at the above regular adult rates, including the time for any treatment.)

Hardship Regular Adult Visit (or by sliding scale)

15 minutes: \$60.00

40 minutes: \$80.00

60 minutes: \$120.00 Cash/Check/Card

Treatment visits: \$60.00 (\$360 for \$6 visits)

Patients who accept the hardship discount promise to serve as volunteers in the community.

Pediatric Visit	Discount	Standard
15 minutes	\$60	\$63
40 minutes	\$80	\$84
60 minutes	\$120	\$126

• Phone calls longer than 10 minutes will be billed at \$3.00/minute, payment to be rendered at the time of the call. Frequent phone calls or emails will also be billed at above rates.

• Extensive care coordination may be charged at the above visit rates.

• Record copying fees are \$27.13 plus \$0.62/page plus applicable postage.

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Accuracy of Information: Patients are responsible for the accuracy of the information they provide.

Emergency or Urgency: My practice is not designed to respond to emergency situations and such services are not provided by Susan M. Overkamp, DO. Patients agree to seek emergency or urgent care as needed at an emergency department or urgent care facility. For an emergency, dial 911 or go to the nearest emergency room. (Same-day appointments may be available at Dr. Overkamp's discretion at the end of the day for current patients' acute limited concerns but never for emergencies.)

Hospitalization: Dr. Overkamp does not provide inpatient care. Should the need for hospitalization arise, the hospital will assign a physician to care for you during your hospitalization.

Late Cancellations and Missed Appointments: Late cancellations (less than 24 hours) and missed appointments will result in a \$75.00 charge. It is due the day of missed service. A third missed appointment or late cancellation will result in dismissal from the practice due to patient lack of interest.

Payment: Patients agree that

- Payment is due in full at the time of service by cash, check, credit or debit card.
- Checks returned for non-payment will be charged \$75.00 plus any bank charges incurred as a result. In addition, the original amount will still be due immediately.
- Patients may submit bills to private insurance for out-of-network reimbursement. Contact your insurance company before the visit to ask any questions about reimbursement. Ask us for claim forms at the beginning of your visit.
- A third-party biller is available to process a private insurance claim for \$10.00 per claim. Let me know at the visit if you want to use her services and I will give you that information.
- Patients who are Medicare or Medicaid beneficiaries agree to NEVER PRESENT ANY BILL under any circumstances, to Medicare or Medicaid for any services from Susan M. Overkamp, DO. (However, labs and tests ordered by Dr. Overkamp— such as X-ray or MRI—and prescriptions are covered by Medicare as usual.)

Payment Guarantee: The patient is personally responsible for any and all charges and guarantees payment of all charges. In the event that this account is placed with a collection agency or attorney for collection, the patient pays all collections fees and costs, including reasonable attorney's fees.

Prescriptions: will not be refilled between appointments. This includes pharmacy refill requests as well as herbaceuticals, nutraceuticals, and remedies. Refills at the time of appointment only. Please plan accordingly.

Forms: Completion of all forms will be done during your office visit. You must first fill out ALL of your portion of the form **before** the visit. This includes physical forms.

Extensive paperwork: for example, disability or insurance claims, will be done by the patient. I will provide my notes and a fax machine.

Insurance billing: This office does not write letters to insurance companies or do insurance billing.

Email and Texting: Patients understand their protected health information (PHI) may be transmitted via email, fax, cell phone, computer application and/or other electronic means of communication. Once PHI leaves the offices of Susan M. Overkamp, DO, the privacy of PHI is not guaranteed.

Practice Environment: We invite everyone to consider that our practice is devoted to health and healing. We are all responsible to see that our words and actions arise out of this spirit. Especially when conversations become crucial, we invite all to strive to be at their best.

It is the patient's responsibility to be thoroughly familiar with the above policies and to comply with them.

Patient signature on the patient profile consent form gives consent to these policies.

Please keep this document for future reference.

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