

OFFICE POLICIES

Privacy: We take HIPAA privacy issues very seriously. We will not release your records to anyone without your consent. If any breach of your confidentiality occurs we will notify you immediately.

Phones: We do not answer phones during business hours. If you need to call the office, please do so and leave one message. We will call you back within 24 hours. If you leave more than one message you may be discharged from the practice. I am sure you can appreciate that we cannot have 20 patients leaving 10 messages each day. We will call you back.

Missed Appointments: If you miss your appointment without calling you will be subject to a \$25.00 no show fee. **This fee is not covered by your insurance.** You will be given the next available appointment. This is not an emergency room. You cannot walk in without an appointment. If you do so, you may be discharged from the practice.

Payment: Payment is expected at time of service. All balances including fees, copays and deductibles must be up to date prior to you being seen.

Medical Records: We must obtain a copy of your medial referral and/or medical records from your primary care physician. It is imperative that I understand what your medical problems are so that I can initiate proper care. We will request this from your primary care physician but you are ultimately responsible for getting these records to us. **No records, no care.** If our want your records from us, we are happy to forward them to any physician you request.

Controlled Substance Prescriptions: Because of the dangers of multiple physicians prescribing multiple medications, **only one doctor** should prescribe all your controlled prescriptions and that you should **only use one pharmacy.** If you want that doctor to be me, I am happy to do so. If I find that you are using multiple doctors and obtaining multiple prescriptions for controlled substances I will discharge you.

Prescription Renewals: We do not renew prescriptions in between appointments, after hours or over the weekend. There are no early renewals. If your insurance company does not cover a medication that is prescribed, you are responsible for calling them and finding out what medication in the same drug class they do cover. We will order this at your next scheduled appointment.

Emergency prescriptions: Our office policy is **not to renew other physicians prescriptions.** If you run out of another physician's prescription medication and I determine that it is dangerous for you to go without this medication, I may renew this medication one time only and provide you with enough medication until you can get in to see your prescribing physician. I may also choose to send you to the Emergency Department.

Prior Approvals: Due to the changes in health care, increased deductibles, and reduced medication coverages we will no longer provide prior approvals or call your insurance company for your medications more than one time. Dr. Rosenberg will order what he considers the best and safest medication for you. If it is not covered buy your insurance company or the copay is too high **you are now responsible for calling your own insurance company and finding out what medication, in the same drug class, is affordable or covered.**

Once you have that information, you may call and leave your name, the name of the new medication and the pharmacy phone number on our answering service phone line **one time.**

OFFICE POLICIES

We will call it into your pharmacy within 72 hours. Please remember we are closed Tuesdays and Fridays. If the medication your insurance company wishes to substitute is not in the same drug class and/or inappropriate for your condition, Dr. Rosenberg will not prescribe it.

We are not allowed to order opioid medications over the phone. In this case, you will need to bring this information into the office and we will provide you with a new hard copy prescription to bring to your pharmacy. This exchange will only be available from 9-10 am Monday -Thursday.

Since we will have to pull your chart, void your first prescription, and issue a second prescription, there will be a minimal office visit charge for this service. This may or may not be covered by your insurance company. If you chose to come in before your regular scheduled appointment, you are responsible for this fee. If you wish to discuss these medication changes with Dr. Rosenberg, he will be happy to do so at your next scheduled appointment. He can not discuss it over the phone.

Patient Information: You are responsible to keep us updated as to your phone number and address, insurance changes. **It is your responsibility to obtain your own Insurance referral if needed by your HMO plan or workers compensation insurance. If you fail to provide us with accurate billing information, you will be responsible for the office visit payment.**

Full Disclosure: Dr. Rosenberg is a **paid consultant** to numerous pharmaceutical companies. If you would like a list of his current commitments please ask. He also retails medical surgical supplies for your convenience. You are free to **purchase your goods any where you prefer.**

Prescription Medication Information: Whenever I prescribe a medication to you, I will do my best to explain the medication, why we are selecting it and what the risks (potential side effects) and benefits are. The pharmacy will also provide you with a **PI (Patient Information handout)** regarding the medication. You are responsible for reading this information especially the **“Black Box Warnings”**.

Wellness: It is our goal to help you improve your functional level irregardless of your medical condition. We believe in a multi-discipline approach to achieve this goal. We will recommend multiple pharmacologic and non-pharmacologic treatments. These may include **physical therapy, exercise therapy, massage therapy, injections, diet, psychological counseling, non-narcotic medications and occasionally narcotic medications. You are required to keep a log of these activities.**

This is a comprehensive plan of care and **you are required to participate in all aspects of treatment.** We do not simply provide medications. If you are unwilling or unable to participate in the wellness component of your overall plan of care, we will not be able to treat you.

Urine Screening: If you fail a urine screening for any reason I will not provide controlled substances to you. If you believe that there are mitigating circumstances, I will consider this with you one time only, on a case by case basis.

If I believe that you have an addiction or abuse problem I will refer you to an addiction or abuse physician or program. I do not treat acute abuse or addiction. It is beyond the scope of my medical practice. **I will not abandon you.** I will be more than happy to continue your care but without controlled substances. **This is for your safety and protection.**

I am required to screen you for drugs of abuse. **If your insurance company does not pay for this testing, you will be responsible for this fee.**

OFFICE POLICIES

Medical Marajuanna: Medical marijuana is legal in RI. If you are taking medical marijuana you need to disclose this medication to me and provide me with a copy of your current medical marijuana license.

Adderall: Adderall is a stimulant. If you are on prescribed adderall you should not be on a depressant like, benzodiazepines, barbiturates, opioids, or marijuana. We will not use these medications in combinations. **I do not prescribe adderall.**

Soma: Soma is no longer considered an effective medication and the risks of addiction with this medication does not outweigh the benefit. **I do not prescribe soma.**

Opioids: It is always our goal to **reduce and/or eliminate** the amount of opioid medication you are on. We will do so slowly for your safety and better health.

Benzodiazepine's: It is always our goal to **reduce and/or eliminate** the amount of opioid medication you are on. We will do so slowly for your safety and better health.

Alcohol: You should not drink alcohol when on controlled substances.

Driving: You should only drive with **extreme caution** when on controlled substances and not for at least one hour after taking a controlled substance.

Aberrant Behavior: We will not tolerate aberrant behavior of any kind for any reason. If we discover abuse or diversion we will not only discharge you from this office but **we will report this activity to your referring physician and to the authorities**, if I determine it constitutes a danger to society.

If you have any questions about any of these policies please discuss them with Dr. Rosenberg during your initial or subsequent consultations.

___ **Medical Record Information:** I am authorizing Dr. Jerrold Rosenberg and his staff to contact anyone, now or in the future, regarding my medical record history. This includes my doctors, pharmacy, RI State Prescription Monitoring Program (PMP), my family or anyone else he requires. Without a full understanding of your medical condition I can not treat you.

___ **Phone Release:** I am authorizing Dr. Jerrold Rosenberg and his staff to leave information on my answering machine when they return my call requesting such information.

___ **Medical Information Release:** I am authorizing Dr. Jerrold Rosenberg and his staff to release my medical information to my primary care physician, insurance company, his billing service, my employer, my lawyer, and/or _____
(Please cross out any that do not apply)

Authorization: I have read the above and I have discussed these policies with Dr. Rosenberg. I fully understand these policies and I am agreeing to follow them.

Signature

Print

Date

Witnessed:

Jerrold Rosenberg, MD

Lisa, Natasha, Ricky