
Welcome to Our Practice!

We are pleased that you have chosen us for your ob/gyn medical needs. We pledge to provide you with the best medical care and services possible.

We have put together this manual introducing our office staff, and explaining our policies and procedures. If you ever have any questions, please do not hesitate to ask any one of us. We will do our best to help you.

We believe that to take good care of a patient requires a combination of up-to-date medical knowledge and technology, adequate time to address all health concerns and an office staff that is sensitive and professional, all taking place in a friendly and caring environment.

For complete information about our practice (and to see some photos of our doctors and staff!), please visit our web site: www.fowh.com

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FAIR OAKS WOMEN'S HEALTH

Our mission statement will tell you who we are and what we are committed to, which is: "to provide exceptional, personalized women's health care in a warm and welcoming environment, to incorporate modern technology in our practice and to be at the forefront of knowledge in our field."

BRYAN S. JICK, M.D.

Dr. Bryan Jick is a Fellow of the American Congress of Obstetricians and Gynecologists (ACOG), and he has been Board-Certified by the American Board of Obstetrics and Gynecology since 1990. Dr. Jick graduated Phi Beta Kappa and Summa Cum Laude from UCLA, he earned his MD degree from the University of California at San Diego in 1984, and he completed his Ob/Gyn residency in 1988.

Dr. Jick is a member of the Huntington Hospital iDoc Committee (strategic planning for the hospital's IT needs) and many Ob/Gyn Department committees. In addition to providing a full range of obstetric, gynecologic and well woman care, Dr. Jick has special expertise in high-risk pregnancy, multiple gestation (he has delivered over 200 sets of twins!), and advanced laparoscopic surgery. Dr. Jick greatly enjoys the high tech side of medical practice and he dedicates some of his time to writing articles, managing the practice website and working with their EMR (Electronic Medical Record) software.

Dr. Jick is married to Marina Jick, who runs Marina's Oasis, a medical aesthetics spa located at FOWH. Marina recently became an MSN/FNP (Masters in Nursing, Family Nurse Practitioner). They have been happily married over 30 years and have two grown sons: Andrew (J.D. from UC Berkeley; currently a litigation associate in an LA law firm) and Kevin (a professional digital artist).

JENNIFER Y. PARK, M.D.

Dr. Jennifer Park is a Fellow of the American Congress of Obstetricians and Gynecologists (ACOG) and is Board-Certified by the American Board of Obstetrics and Gynecology. In 2004, she completed her Ob/Gyn Residency at St. John's Mercy Medical Center in St. Louis, Missouri. She started in private practice in Palm Springs, California and joined Fair Oaks Women's Health in 2009.

Dr. Park graduated Phi Beta Kappa and Summa Cum Laude from the University of California at San Diego in 1995 with a BS in Biochemistry and Cell Biology, and she earned her MD degree in 2000 from the St. Louis University School of Medicine. Originally from Portland, Oregon, Dr. Park lives in Pasadena with her husband, Dr. Steve K. Park, a Board-Certified Internist, and their two children, Ryan and Sydney.

With a true passion for women's health, Dr. Park in collaboration with Dr. Jick has developed a special program, Pasadena Pellet Therapy, using bioidentical hormones delivered by small pellets placed under the skin. We can help restore your sex drive, improve your sleep and energy, relieve hot flashes and help your PMS, all using this well-researched and effective treatment. Visit our website www.pasadenapellets.com. Hundreds of patients will attest to the life-changing results achieved under Dr. Park's care.

Dr. Park states that "It is rewarding to guide women through all stages of their lives: adolescence, pregnancy and menopause. Each stage has its unique challenges. I promise to listen, educate, treat and support you in all your healthcare needs."

DELLA J. FONG, M.D.

Dr. Della Fong is a Fellow of the American Congress of Obstetricians and Gynecologists (ACOG), and has been Board-Certified by the American Board of Obstetrics and Gynecology since 1998. Dr. Fong received her Bachelor of Science from UC Riverside in 1989 and received her MD degree from the UCLA School of Medicine in 1992. In 1996, Dr. Fong completed her Ob/Gyn residency and she has been in private practice since then. In 2011, Dr. Fong joined Fair Oaks Women's Health and she has been very busy since day one!

Dr. Fong's husband is a Radiologist at Kaiser West Los Angeles and they have two teenage children: a son attending high school at Maranatha and a daughter who is a student at Westridge. Dr. Fong is very active in Girl Scouts with her daughter, volunteers for her church and kids' schools and their whole family loves their new dog Molly, a maltipoo rescue.

Dr. Fong says that "It is a blessing and honor to walk beside my patients during their periods of transition. From the joys of first pregnancy to the changes of menopause and every challenge in between, I promise to provide my patients with the most up to date information to aid their medical decisions and to provide the best medical care I can with thoughtfulness, kindness and compassion."

MICHAEL S. MITRI, M.D.

Dr. Michael Mitri joined Fair Oaks Women's Health in 2013 where he quickly became invaluable to our team and highly sought after in the community (just check him out on Yelp!) Dr. Mitri grew up in La Canada, and went to college at UC Riverside where he earned a Bachelor's degree in Biology and a Master's degree in Biochemistry. He braved the winters of the Midwest for 4 years to attend medical school at the Medical College of Wisconsin where he met his lovely wife, Dr. Maggie Torsney-Weir.

They both headed to Pennsylvania next where they adopted their cocker spaniel Albert and Dr. Mitri completed his Ob/Gyn residency at Penn State Hershey Medical Center in 2013. They welcomed their first child, Evelyn, to the world in 2015. Dr. Mitri is a very happy new dad and he is working day and night to take care of his own OB/GYN patients, helping to manage their women's health needs and making sure that they too can safely welcome their own little miracles into the world.

In his own words, "As a care-giver in women's health, I recognize that my role is not only that of physician but also confidant, coach and friend. From puberty to childbirth and through menopause, women experience the highs and lows of what makes us human and it is an honor for me to help my patients along that journey."

JOANNA Y. WOO, D.O.

Dr. Joanna Woo is a Junior Fellow of the American Congress of Obstetricians and Gynecologists (ACOG). Dr. Woo graduated from the University of Southern California (USC) with a degree in Health and Humanity. In 2012, she earned her medical degree from Midwestern University, Arizona College of Osteopathic Medicine. In 2016, she completed her Ob/Gyn residency in Michigan, where she also served as a clinical instructor at Michigan State University College of Medicine.

Doctors of Osteopathic Medicine (DOs) are fully licensed physicians who practice in all areas of medicine. Additionally, they receive special training in the musculoskeletal system, the body's interconnected system of nerves, muscles, and bones, a key element of health and well being. As a DO, Dr. Woo believes in the philosophy of caring for people, not just treating individual symptoms.

Dr. Woo grew up in Taiwan and moved by herself to the United States at age 15 to further her education. She is deeply appreciative of her parents' support for that opportunity. While her mom still lives in Taiwan, her younger brother now resides in Southern California as well. Dr. Woo is fluent in both written and spoken Mandarin Chinese. In her spare time, Dr. Woo enjoys hiking, baking, yoga, and volunteering at animal shelters. Dr. Woo works with her patients to individualize their care by educating them, offering traditional or complementary medicine, or performing minimally invasive surgeries.

Dr. Woo believes that "It is a privilege to guide women through the joys and challenges of their reproductive life cycles, from adolescence through menopause and beyond, and to empower women to make their own choices about caring for their bodies."

DIANE K. GUERRERO, RNC, WHNP

Diane Guerrero is our OB/GYN Nurse Practitioner. She earned her RN degree in 1977 from Los Angeles County (LAC-USC) Medical Center, School of Nursing and has worked in the OB/GYN field since 1980. She has been with Dr Jick since 1989, working as his office nurse. In 1998, Diane became a Women's Health Nurse Practitioner. Diane is married to Donald and they have two daughters, Dawn and Dena. In March 2016, Diane welcomed her 1st grandchild ("Jasper") from her daughter Dawn. She gets so excited when she sees him, even though she still can't believe it. She loves dogs and her personal interests are crafts and gardening. She is especially proud of her over 100 plumeria plants.

MARINA JICK, MSN, RNP. (CALL 626-MY-OASIS)

Marina, Dr. Jick's wife of 30 (30-plus!) years, runs Marina's Oasis, a medical aesthetics practice located in our office. In 2016, Marina completed 3 years of graduate school and earned her Master of Science in Nursing with a Family Nurse Practitioner (FNP) credential. We are all very proud of her!

Marina is also a Licensed Aesthetician, and she has enjoyed specializing in skin care and medical aesthetics for more than 18 years. She takes pride in making a difference in her clients' appearance and the way they feel about themselves.

Marina's Oasis, our medical aesthetics center, provides a wide range of non-invasive corrective services to enhance the health and appearance of your skin. We proudly offer the Liquid Face Lift with Botox[®] Cosmetic, Juvederm[®] XC dermal fillers (Ultra, Ultra Plus, Voluma, and Volbella), and Kybella[®]; IPL PhotoFacials and non-ablative laser PhotoFractionals; adult and teen clinical skin care (Microneedling, Designer peels, Dermaplaning, and MicroDerm); Viora Reaction[®] skin tightening and body contouring; and spider vein removal.

For more information call Marina Jick, MSN, FNP at 626-MY-OASIS (626-696-2747) or go to www.marinasoasis.com.

OFFICE POLICIES AND PROCEDURES

OUR ADDRESS

We are located in the Huntington Pavilion Medical Building at the SW corner of California Blvd. and Fair Oaks Ave.

Our address is: 625 South Fair Oaks Avenue, Suite 255, South Lobby, Pasadena, CA 91105

PARKING AND DIRECTIONS

Take the 210 Freeway to the Fair Oaks Avenue off-ramp. Head south past about 7 traffic lights. Just after crossing California Blvd., look for the unmarked driveway (I have asked the building to put a sign here) and turn right. This will take you to the parking structure for the Huntington Pavilion Medical Building.

Walk to the South Lobby, and we are on the second floor right after you exit the elevator lobby.

Parking: Please note that parking needs to be paid for before you go to your car.

24/7 VOICE MAIL – CALL 626-696-2688

We have a separate line for voice mail messages only. Messages left on our voice mail line will be retrieved on a regular basis throughout normal business hours. You may call to leave us any type of non-urgent message. Call 626-696-2688.

CELL PHONE POLICY – PLEASE TURN OFF CELL PHONES WHILE IN THE OFFICE

As the use of cell phones has grown, we have become aware how intrusive they are in a medical office. We realize that people do not want to miss important calls, but cell phones can interfere with communication between the patient and the doctor or our staff. This can cause delays, or worse can lead to distractions that may result in less than optimal medical care and attention.

For the safety and for the privacy of all our patients, we kindly request that the sound on all cell phones be turned off after you arrive at our office. Thank you for your understanding.

E-MAIL AND WEB SITE

- Dr. Jick: drjick@fowh.com
- Dr. Park: drpark@fowh.com
- Dr. Fong: drfong@fowh.com
- Dr. Mitri: drmitri@fowh.com
- Dr. Woo: drwoo@fowh.com
- General e-mail: obgyn@fowh.com. Send your records (pdf or link) to this e-mail.
- Our Web site: www.fowh.com has e-mail links on it.
- We accept e-mail from our patients. It is reviewed during office hours only.
- **For any urgent matter, please DO NOT send e-mail.** There are times where e-mail may not be looked at for up to 72 hours (a 3-day weekend for example). For urgent matters, please call us at 626-304-2626.

LAB RESULTS

We will always try to contact you once an abnormal lab result has been obtained. Routine blood test results are available within 2-3 working days, and culture results within 4 working days. Pathology tests on tissue such as surgeries and biopsies can take about one week. Pap smear results can take 1-2 weeks, and certain DNA studies (such as HPV) can take up to 3 weeks.

We use Primex Lab for our Blood and Urine Tests. They are a reliable, high quality lab whom we trust, they provide results in a timely fashion and they are conveniently located in our office. The lab itself is in Van Nuys, CA (818) 779-0496).

We use Pasadena Cytopathology Group at Huntington Hospital for Pap Smears and Tissue Specimens. It is possible that these labs may not be contracted with your health insurance plan. There are many different plans; each with their own preferred labs. Therefore, we are unable to accept the responsibility of knowing which lab to use. If this is a concern, we urge you to contact your insurance company or health plan.

If you wish to have your blood work, Pap smear or tissue sample performed or processed at a different lab, it is your responsibility to let us know in advance. Thank you for your understanding.

PRIMEX LABS

1. Primex Labs is NOT part of Fair Oaks Women's Health

According to their website, "Primex Clinical Laboratories, Inc. is a clinical diagnostic laboratory that is dedicated to providing the highest quality laboratory services to our clients and their patients. As a leader in the medical testing field, we employ the latest innovations and techniques. Our goal is to be the laboratory of choice for high quality, reliable diagnostic testing."

- As a courtesy to our patients, we have arranged for space in our office for a Primex Labs specimen collection center. Fair Oaks Women's Health provides this as a service to our patients only. We are not affiliated in any way with Primex Labs. They are a separate company and conduct separate billing for their services.

- You are free to use any lab that you want. Some patients have to go to QUEST labs due to their health insurance. Primex Labs is provided as a convenience for our patients.

- Fair Oaks Women's Health does not profit from any of the testing provided by Primex Labs.

- The fees for any test performed by Primex Labs are the responsibility of the patient. Any billing matters or disputes having to do with Primex Labs should be directed to them and not to Fair Oaks Women's Health.

2. Insurance Issues

At the present time, Primex Labs does NOT have a contract with CIGNA or Beech Street Health Plans. If you are covered by one of these Health Plans, your lab fees will likely be denied or paid at a lower rate by your medical insurance provider. If you have CIGNA or Beech Street coverage, you should use QUEST labs for all of your laboratory medical testing.

3. Contact Information for Primex Labs

Primex Clinical Labs
16742 Stagg St. #120
Van Nuys, Ca 91406

Main Phone
800-961-7870
818-779-0496

Billing Department
800-295-6595
818-779-0130

FAX Billing Department
818-779-1326

APPOINTMENTS

You can always call during office hours to make an appointment. We also have an appointment request feature on our web site at: <http://www.fowh.com/appts.html>.

Please be courteous enough to call us in advance if you will be late or unable to keep your appointment. We expect a minimum of 24 hours notice if you must cancel an appointment. Failure to keep a scheduled appointment without giving us prior notice is called a no-show, and repeated no-shows may result in your being assessed a no-show fee or even being discharged as a patient from this practice

Sometimes due to emergencies (such as having to deliver a baby), the doctor is unavailable. In those cases, we may ask if you would like to be seen by another ob/gyn physician or our ob/gyn nurse practitioner or ask if you would be willing to wait a bit longer, but sometimes we have no other choice but to reschedule your appointment for the next available opening. We apologize for this possible inconvenience, but that's the baby business.

In case of an emergency, we will also try to contact you in advance, but this is not always possible. We try to minimize your waiting, and we hope that you understand that one day your doctor may have to make other patients wait because he/she is taking care of your emergency.

PRESCRIPTION REFILLS

These are accepted during office hours only. Please do not contact the doctor when the office is closed for a refill unless running out of the medication poses a risk (e.g. medication to treat premature labor). To arrange a refill, please call your pharmacy and ask them to call our office. They can leave a message on our 24/7-voice mail line (626-696-2688).

Please try our online Prescription Refill Form at: <http://www.fowh.com/rxrefill.html>. This page can also be reached from the www.fowh.com home page by clicking on *Forms*, then clicking *Prescription Refill Request Form*.

BILLING/BOOKKEEPING

Despite the personal nature of the doctor-patient relationship, the practice of medicine is a business. We agree to be responsible for taking care of you to the best of our ability. In return, you agree to be responsible for paying your share of all fees and charges incurred.

As a courtesy, we will be glad to bill insurance for you, but you are responsible for all amounts not covered by insurance, other than insurance-required contractual adjustments. Co-pays are due at the time of service.

We now accept Paypal online payments. Please see our website for more information. You can e-mail the payments to: paypal@fowh.com

CONFIDENTIALITY

We understand that at times, a spouse, partner or relative of yours patient might have questions for us or would like us to report the test results directly to him or her. Due to legal and ethical issues regarding patient confidentiality, we are unable to do this. We are only allowed to share medical information directly with you, our patient. Patients are entitled to strict confidentiality, and we do our best to maintain this.

If you would like us to freely discuss any and all of your medical care and/or test results with your spouse, partner or relative, this can be arranged. We will need a letter from you written to us giving us permission to discuss any and all medical visits, findings or test results with another individual (provide their name and relationship). This will be considered valid until you revoke the permission in writing. Please be very careful before agreeing to provide access to your medical information to another person.

FEEDBACK

We welcome feedback regarding our employees, our doctors or our services. If at any time you feel unsatisfied, uncomfortable or uncertain about any aspect of your medical care or any interaction with any member of our practice, we want to hear from you. You may choose to write us a letter, send an e-mail or speak to someone not involved in the issue.

Internet Feedback

Many web sites ask people to rate their interactions with professionals in the community. If you feel that your experience with us has been positive, we would love for you to share this on the web with others. Here are some links:

- <http://www.yelp.com/pasadena-ca> (enter “bryan jick” or “jennifer park” or “della fong” or “michael mitri” or “joanna y. woo” in the ‘search for’ box)

ELECTRONIC MEDICAL RECORDS

Our practice uses Electronic Medical Records (EMR). An EMR means that all of your medical information is securely stored and is accessible digitally using our office computer system. Federal Regulations known as HIPAA are in place to protect the integrity and confidentiality of your electronic medical data.

Here are some of the advantages to you and to us of the EMR:

- Your chart is always available and cannot get lost or “temporarily misplaced”.
- When you call us, we can instantly look up your personal and your medical information.
- The EMR does not lose any test results, they are stored permanently, and backups are constantly made and updated.
- We can run a report on any tests that have been ordered to see if they were done. For example, a mammogram was ordered 3 months ago and was not done yet. We can then send a reminder letter.
- We use the EMR for prescribing medication. There is no need to worry anymore about the doctor’s poor handwriting which might lead to the pharmacist dispensing the wrong medication or the wrong amount. Also, the EMR warns us about any medication allergies.
- We can see if someone is overdue for their annual pap smear and then contact them.
- We can electronically send your prescription directly to your pharmacy

Future developments

- You will be able to go online to update your personal and medical information.
- You will have a universal Electronic Health record (EHR) that can be updated by different doctors in separate medical practices.
- You may be given the option to participate in clinical research. For example, a new test for early detection of cancer is being studied, and you have a family history of that type of cancer identified in your EMR. You then might be invited to participate in this study.

EMERGENCIES AND AFTER HOURS ON-CALL COVERAGE

Dr. Jick, Dr. Park, Dr. Fong, Dr. Mitri and Dr. Woo are on-call often, but like anyone, doctors do take time off to be with their families and to take vacations. Be assured that there is always an Ob/Gyn doctor available (on-call) 24 hours a day. If you call when the office is closed, you will either reach a voice mail system or an answering service (“The Exchange”). If you reach a voice mail, listen carefully and follow the instructions. If you reach the doctor’s exchange, you may need to discuss your condition with the operator, a non-medically trained individual.

ON-CALL DOCTORS

Dr. Jick, Dr. Park, Dr. Fong, Dr. Mitri and Dr. Woo are part of an on-call rotation. Additionally, there are other doctors (not in our group) who might be on-call when the office is closed. They are: Frances Teng, M.D., Natalie Moniaga, M.D. and Beth Julian-Wang, M.D. In 2017, one more ob/gyn will be joining the on-call group. Her name is Shelly Chvotkin, DO.

All of these doctors are highly qualified Ob/Gyn physicians, on staff here at Huntington Hospital, and are well-regarded physicians whom we trust. Please rest assured that all of these doctors will do whatever is necessary to insure your medical safety.

TYPES OF AFTER-HOURS PHONE CALLS:

1. This is a “life or death” emergency
 - a. Although rare, an emergency like this should be dealt with by calling 911 for the most rapid response.
2. “This is an urgent problem and the doctor needs to be paged immediately”
 - a. Call **(626) 304-2626**, and listen to the message. Press 1 for urgent, and then listen to the message. You will be told how to get hold of the on-call ob/gyn doctor. Use this approach whenever there is a problem that you feel cannot wait until the office re-opens for business. When the voice mail message begins, listen to see which doctor is on-call and then follow the instructions.
3. For **emergencies during lunch hours only** (12 p.m. -1:30 p.m.) when the office is closed
 - a. Please call 626-304-2626 and follow the instructions.
4. If you can't reach the doctor and the problem is urgent

Rarely, there is a problem with the beeper service or the doctor(s) are actively involved in another emergency. You may then call the direct line to the paging service for Fair Oaks Women's Health which is (877) 568-8550.

 1. For any non-urgent message that can wait until the next business day

Call our voice mail line at 626-696-2688 and leave a message for any of our employees.

HUNTINGTON HOSPITAL

We perform most gynecological surgery and laparoscopy procedures at Huntington Hospital. Huntington is a preeminent medical institution, providing complete medical care to the community. In addition they are a regional medical center featuring a wide array of specialized services such as an L.A. County Designated Trauma Center, Internal Medicine and General Surgery teaching programs, a comprehensive multi-specialty breast center, the Huntington Heart Institute, and one of the best Neonatal Intensive Care Units in Los Angeles County.

Huntington also has the Minimally Invasive Surgery Center, which are technologically advanced operating rooms featuring the latest equipment for minimally invasive procedures such as laparoscopy and hysteroscopy.

HUNTINGTON AMBULATORY SURGERY CENTER

All of our Ob/Gyn doctors are also on staff at the Huntington Ambulatory Surgery Center, located upstairs from our office. Here we perform outpatient surgeries where the patient goes home the same day.

OB/GYN SERVICES PROVIDED

Abnormal Pap Smear: Evaluation and Treatment
Abnormal Vaginal Bleeding: Evaluation and Management
Advanced Laparoscopic Surgery and Gynecologic Surgery – including LAVH (laparoscopic assisted vaginal hysterectomy) and LSH (laparoscopic supracervical hysterectomy)
Bio-identical Hormone therapy
Cancer Screening: including cervical, ovarian, uterine and breast
Contraception: including birth control pills, diaphragms, IUD's, Nuva-Ring, Natural Family Planning
Disorders of Libido – decreased interest in or desire for sexual activity
Excessive Hair Growth: Evaluation and Treatment
Fertility Timing – what is your “fertile window”?
“Hormonal” Evaluation including PMS and PMDD evaluation and management
Hormone Replacement Therapy – “natural” (sometimes called ‘bio-identical’) or medical
HPV Vaccine: prevention of cervical cancer
Infertility Evaluation and Treatment (not including IVF)
In-Office Gynecologic Ultrasound – including saline hysteroqram (SIS procedure), and 3D sono
Management of Uterine Fibroids - medical or surgical
Menopause and Pre-Menopause Evaluation and Treatment
Pelvic Pain or Pain during Intercourse

Pregnancy and Delivery – including High Risk Pregnancy, Multiple Gestation and Advanced Obstetrical Ultrasound (now with 3-D and 4-D).
Pre-pregnancy counseling – evaluation before attempting pregnancy
Robotic-Surgery – using the DaVinci Surgical robot (Dr. Mitri and Dr. Woo)
STD testing – confidential and highly accurate
Sterilization: including non-surgical procedures as well as laparoscopic sterilization and post-partum sterilization
Urinary Incontinence Surgery, including transobturator tape (TOT Procedure)
Urinary Tract Infection, including frequent and/or recurrent UTI
Vaginal Infection or STD evaluation
Vaginal Laser Procedure using the MonaLisa Touch® Laser – relief of painful sex and vaginal dryness caused by loss of estrogen.
Vaginal Surgery: vaginal hysterectomy, repair of uterine or bladder prolapse
Vaginal Tightening Surgery, to enhance sensation during intercourse
Well-woman care (annual Gyn exam)
*Our group does not perform pregnancy terminations

MARINA’S OASIS 626-MY-OASIS (626-696-2747)

Marina’s Oasis, our medical aesthetics center, provides a wide range of non-invasive corrective services to enhance the health and appearance of your skin. We proudly offer the Liquid Face Lift with Botox® Cosmetic, Juvederm® XC dermal fillers (Ultra, Ultra Plus, Voluma, and Volbella), and Kybella®; IPL PhotoFacials and non-ablative laser PhotoFractionals; adult and teen clinical skin care (Microneedling, Designer peels, Dermaplaning, and MicroDerm); Viora Reaction® skin tightening and body contouring; and spider vein removal. For more information call Marina Jick, MSN, FNP at 626-MY-OASIS (626-696-2747) or go to www.marinasoasis.com.

Please visit the Marina’s Oasis web site at: www.marinasoasis.com

Call Marina at 626-MY-OASIS (626-696-2747). Marina personally returns all calls.

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

The medical practice of Fair Oaks Women's Health recognizes and respects the rights of each patient as an individual with unique health care needs and we are committed to providing considerate, respectful, confidential and high quality personalized medical care to each and every patient. In turn, we believe that our patients have specific responsibilities to our practice.

PATIENT RIGHTS

1. I have the right to receive appropriate informed consent in advance of any treatment (test, prescription, procedure or surgery) being performed on me. This means that I will be informed of the reasons for the treatment, the alternatives, the risks and benefits of the treatment, and the risks if I choose not to have this treatment.
2. I have the right to privacy. This means that all information about my health and in my medical record is absolutely confidential, and cannot be disclosed to any other individual or organization (including my spouse or life partner), except when I give my written permission, or when disclosure is mandated by law.
3. I have the right to receive a complete copy of my medical record in a timely fashion upon my written request, and I agree to pay a reasonable fee for the work involved in providing me this copy.
4. I have the right to be seen in a timely manner. I will be informed of any delay and have the right to reschedule if the delay is too lengthy.
5. I have the right to be informed in a timely manner of all test results.
6. If I have an urgent medical condition, I have the right to speak to someone immediately when I call and to be seen as soon as possible based on my condition.

PATIENT RESPONSIBILITIES

1. I have the responsibility to understand my insurance plan and benefits.
2. I have the responsibility to take prescribed medications as directed, and if I do not understand the directions, I will call the office for clarifications.
3. In order to insure my good health, I have the responsibility to follow through on all of the doctor's recommendations, including having tests performed, seeing other physicians I have been referred to and returning for follow-up appointments.
4. I have the responsibility to be on time for all scheduled appointments and to notify the office at least 24 hours in advance when I need to cancel or reschedule an appointment.
5. I have the responsibility to pay my co-payment at the time of service.
6. I have the responsibility to pay a \$25 charge for any check returned by my bank.
7. If I fail to pay for services rendered and my account is assigned to collections, I have the responsibility to pay all of the costs of collections including reasonable attorney's fees.
8. I understand and agree that this office can only submit a bill for a diagnosis or medical condition documented in my medical record, and that to do otherwise could be considered fraudulent.