

Policies and Procedures

Contacting Dr. Leigh

- Call my cell phone. If I am in an appointment, your call may be forwarded to an answering machine, which I will check throughout the day. Email also will be checked throughout the day.

About email

- Our email is as secure as possible, but it may not be perfect.
- Please, never email from your workplace or any public computer, unless you accept the risk that your message may be intercepted.
- Please do not email sensitive information, such as sexual, substance-abuse, or mental health issues.
- If you are concerned that I did not receive an email you sent me, please call my cell phone.

How to schedule an office or home visit

- Online scheduling: You will need to create a login and password that you can use whenever you schedule an appointment. If you forget your login, let me know and I will look it up.
- Phone scheduling: Call and if necessary leave a message briefly describing the purpose of the visit and when you'd like to be seen. Leave your phone number and let me know when to call you back.
- Short visits (25-30 min) - for simple problems, rechecks, and follow-ups.
- Long visits (50-60 min) - for multiple problems, complicated problems, visits after a hospitalization, counseling/life change coaching, and Well Woman, Well Man, or Well Child physical exams.

How to schedule a phone or online visit

- Phone and online visits are for established patients with simple problems only, not for new patients, and not for multiple or complicated problems. Problems that require a physical exam for diagnosis must be seen in person.
- Some insurances do not reimburse for these visits. You would need to pay in full yourself.
- Call me to schedule these visits. We will arrange a time convenient for both of us.

Urgent care

- If you have an urgent problem needing attention right away, call me and we'll figure out when we can meet. I can usually come in early, stay late, see you on the weekend, see you between other patients, or work through the lunch hour.

Your first appointment

- If you have multiple health conditions or concerns, please schedule a long appointment for careful review.
- Bring a photo ID to your first appointment (this is according to the identity-theft prevention law of 2008).
- If you want to pay for your care with a credit card, bring that to your first visit, so we can keep that information securely filed.
- Before your first appointment, please fill out a Health History form (found at drleigh.org under "forms," or mailed to your home if you scheduled by phone).
- If it is your child's first appointment, please fill out a Health History form for them (found online or mailed to you).
- Please bring all your medications and supplements to your first visit (even if the bottles are empty), so they are entered correctly into your record.

If you miss an appointment

- "No-show": If you have a scheduled appointment and you do not show up, you will be billed \$75.00 for that appointment.

- Late: If you arrive late, I will not be able to extend your appointment time; the appointment will still end at the time you scheduled.
- Extension: If you need a longer appointment than you scheduled, and if there's free time in the schedule, we can extend the appoint and make it longer, and you will be billed for a longer appointment.
- Cancelling: If you cancel an appointment, you must do so 24 hours or more before your appointment time, or the appointment will be treated as a "no-show" (\$75.00 fee, see above).
- There is no charge for appointments that I have to reschedule with you when I have to attend an emergency.

If you need forms filled out

- Filling out forms takes time. For pre-authorizations, medical justification of prescriptions and durable medical equipment, day-care evaluations, sports physicals, and other forms, your medical record must be reviewed and medical decisions often must be made. For this reason, a fee of \$5 per page will be assessed. Please allow 5 business days for completion.

New medications and prescription refills

- When you first start a new long-term medication, you will get no refills, or only a few, and will need a follow-up appointment to review your progress.
- For existing, long-term prescriptions, refills must be requested during an office visit. I will give you enough refills to last until the suggested date of your next appointment. If you are running out, you need to make an appointment with me. Medication review at regular intervals is very important for your health.
- Any medication refills issued outside of an office visit will be charged a \$20 administrative fee, per prescription.

Scheduled drugs

- Many painkillers and sedatives are "scheduled drugs," meaning their use must follow special rules written by the Drug Enforcement Administration. Any doctor who breaks these rules could lose their license, and patients who break them could be criminally prosecuted. These drugs are considered to have serious abuse potential. I prescribe them only rarely, when medically necessary, and under strict guidelines.
- Here are some examples of scheduled drugs:

<u>Vicodin</u> (hydrocodone + acetaminophen)	<u>Xanax</u> (alprazolam)
<u>Oxycontin</u> (oxycodone)	<u>Ambien</u> (zolpidem)
<u>Percocet</u> (oxycodone + acetaminophen)	<u>Ritalin</u> (methylphenidate)
<u>Tylenol #3</u> (codeine + acetaminophen)	<u>Provigil</u> (modafinil)
<u>Ativan</u> (lorazepam)	<u>Fioricet</u> (butalbital + acetaminophen)
- If you medically require a scheduled drug for longer than 30 days, we will enter into a "Scheduled Drug Use Contract." This is a legal document we would both sign. You may be required to have, and pay for, random urine testing.

Drug samples

- I do not accept gifts from drug corporations, including drug samples.

Emergencies

- If you have a true emergency, call 911 or go directly to the emergency room. Call me when you arrive at the hospital, so I can fill in the details for the emergency room staff, about your health and medications.

Hospital Care

- If you need to go to the hospital, you will be cared for by the 24-hour in-house hospitalist team and any specialists you and they agree are required. I will be available to help them with information about your health situation, and I'll come and see you in the hospital.

- After you get out of the hospital, make a long appointment so we can review your condition and make a plan to optimize your at-home care.

When Dr. Leigh is out of town

- If I have to leave town for a meeting, a vacation, or a family emergency, you can still call my cell phone and email me. I may be able to conduct telephone or email visits under these circumstances. I will have a friendly in-town doctor available to see you in person, if you have an urgent problem.

Fees

- Estimated fees are listed at drleigh.org under "Services". If you need a paper copy, let me know and I'll send you one. Additional copies must be purchased.
- Fees for office visits approximate the usual and customary fees for Eugene doctors, and are based on government and insurance policies. Naturally, they can change when conditions change in the world of healthcare law.
- Home visits are generally more expensive, and phone or online visits are generally less expensive, and these fees are also according to what is usual and customary in Eugene.
- You can pay for your care using check, cash, credit card, Care Credit, or Paypal (online). Payment in full at the time of service is discounted 30%, because it saves me that much in administrative fees.
- See Dr. Leigh's "All About Insurance" handout, to find out more about how we can handle those issues.

Termination of our patient-physician relationship

- By law, a physician may terminate a relationship with a patient at any time, by giving 30 days notice. During those 30 days, the physician is responsible only for emergency care.
- I will terminate our relationship if you "no-show" appointments repeatedly, violate a Scheduled Drug Use Contract, refuse to pay your bills, disregard the practice's stated policies, or in any other way behave disrespectfully and dishonestly.
- You may terminate our relationship at any time, for any reason, without notice. You are still responsible for any outstanding bills, however.