

Welcome Letter

Dear patient,

Welcome! We want to take some time to explain a few nuts and bolts about our office. We hope you have time to visit our website (www.mdsogroup.com), if you haven't already, so that you can become acquainted with us. We'd like you to read this letter, as it contains some information we believe is important.

In order to provide you comprehensive medical care, we need you to read, understand and fill out the following forms. They are available at the front desk of our offices and they are available on our website. They can be printed from the website and filled out prior to your first appointment. If you'd rather not print them at home, you can fill them out at the time of your first appointment. (Please allow about 15 minutes to fill them out prior to your appointment time.) These forms describe some insurance details, allow you to provide medical information, allow us to request information from your other doctors' offices, and describe your privacy rights.

- Welcome letter.
- 8-page "Health Care Consumer Questionnaire."
- "Authorization for Use of Disclosure of Protected Health Information."
- "Notice of our Privacy Practices."

Office Hours: Our physicians typically see patients Monday-Friday between 9:00 a.m. and 5:00 p.m., and usually attend meetings from 12:30-2:00 p.m. Our nurses provide care from 9:00 a.m. to 5:00 p.m. Monday-Friday; however, we do have extended nursing hours at Concord and Vallejo.

The practice of hematology and oncology has frequent interruptions and emergencies. Your physician or nurse may be called to provide care to another patient, and there may be unavoidable delays in seeing scheduled patients. We ask for your understanding when these emergencies occur.

Due to the size of the treatment rooms, we request that you bring one family member or friend for your treatment and/or transportation. Children are not allowed in the treatment rooms.

Our treatment rooms have televisions, VCRs, and radios for your entertainment. We have a microwave for your convenience, but we do advise you to bring snacks and drinks with you if you are scheduled for a long treatment.

Medication Refill Policy: We have busy clinics and have a large number of requests for medication refills. We request that you call your pharmacy for a medication refill and they will contact us. Certain medications cannot be called into the pharmacy and require you (or your designate) to pick up the prescription and deliver it to your pharmacy. We ask for at least 72 hours to refill your medication(s).

Welcome letter, page 2

Insurance details: Medical insurance seems to get more complicated every year. Deductibles, co-pays, pharmacy benefits, and out-of-pocket expenses are different for every insurance plan. Here are some general rules:

1. It is the policy of every insurance plan that any co-pay must be paid prior to service, whether that service be a physician visit or a chemotherapy treatment. Co-pays that are not paid at the time of service can incur an additional \$5.00 late fee.
 2. Any deductible or co-insurance benefit also needs to be paid prior to any service. Co-insurances not paid within 30 days are assessed an 8% finance charge.
 3. Our office works hard to determine what your out-of-pocket expense will be for your treatment, and we will discuss that with you prior to your treatment. However, we strongly encourage you to contact your insurance company prior to any treatment so that you understand your financial responsibility. Please see the [online resources](#) on this website for financial help.
 4. It is your responsibility to inform us of any changes in your insurance prior to treatment. If your insurance denies payment due to a change of which we were not aware, you will be responsible for full payment.
 5. We accept cash, checks, Visa, MasterCard and ATM cards for your convenience.
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By signing this letter, I acknowledge that I have received a copy of this letter, and agree to the above terms:

Print Name

Signature

Date