**THE EDS CLINIC PLLC**

**OFFICE POLICIES AND PROCEDURES**

RATES:

Appointment fees are based on duration of your appointment.

There are no additional fees for visits including outside records review, and past or upcoming testing review. For every visit we spend a large amount of time creating your personalized plan, referrals, labs, supplements for improvement, prescriptions, and prior workup interpretation.

|  |  |  |
| --- | --- | --- |
| **Appointment Type** | **Appointment in minutes** | **Fee** |
| New Patient Package | 210 (over 4 visits) | $1797 |
| Follow-up Package | 135 (over 3 visits) | $899 |
| Follow-up Visit Complex | 60 | $397 |
| Follow-up Visit Standard | 45 | $297 |
| Consultation | 30 | $249 |
| Diagnosed-In-A-Day | 150 | $1297 |
| VIP 60 Day Transformation Program | Application needed |  |

INSURANCE:

The EDS Clinic PLLC does not accept insurance payments or contract with any insurance provider. We apologize for the negative impact this has. The current insurance-based health care model does not allow us to give high quality care to Hypermobile and EDS patient populations. We do not submit medical claims but can provide superbills upon request that patients can submit to insurance for potential reimbursement. The EDS Clinic PLLC is considered out-of-network benefits and reimbursement varies depending on out-of-network coverage.

The EDS Clinic PLLC does not participate in and is not credentialed with the Medicare or Medicaid programs. If you are a Medicare or Medicaid member and wish to become a patient of The EDS Clinic PLLC, you will be required to sign additional paperwork required by Medicare &/or Medicaid. This agreement is to ensure that you are aware that no Medicare or Medicaid payment will be made to you or to The EDS Clinic PLLC for the services provided even if such services are covered by Medicare or Medicaid.

Labs, imaging, medications, therapies ordered and other testing ordered by out-of-network providers such as The EDS Clinic PLLC are covered by most insurance companies. It is your responsibility to ensure that laboratory tests, procedures or other tests ordered by The EDS Clinic PLLC are covered by your insurance policy prior to these studies being completed.

PAYMENT:

All appointments must be paid in full at the time of booking or via payment plans which are available.

If we book an appointment for you the card on file is immediately charged.

If you have a package then payments are once monthly.

If you paid a deposit the remainder of the payment will be charged to the card on file the day of your appointment.

If you need to change a card on file, please contact us.

NO SHOW AND LATE CANCELLATION POLICY:

Any appointment cancelled more than one business day ahead of the scheduled time may

be rescheduled free of charge. The amount paid at the time of booking may be applied

towards a future appointment. Cash or credit card refunds will NOT be given. Any no-show

or cancellation less than one business day prior to the scheduled appointment time will not

be refunded or rescheduled.

If you cancel your appointment you must reschedule for a date within 90 days of the original date. If you do not do so there is no refund.

CARE AGREEMENT:

We understand that disorders like hypermobility, Ehlers Danlos spectrum disorders, dysautonomia, mast cell activation, postural orthostatic tachycardia and other associated disorders cause a large number of symptoms and that they are often overlapping, severe and disabling. Meaningful lasting improvement with chronic illnesses takes time, patience and trial and error. The EDS Clinic PLLC provides chronic disease management with some acute care at appointments.

You must have a primary care provider. If you have new symptoms, you should be evaluated by your primary care provider to ensure that you do not have a new, unrelated problem. We know it gets confusing which symptoms are hypermobility / Ehlers Danlos related and which are new and unrelated. If you have worsening and/or acute symptoms you are concerned about, call 911 or be evaluated by the nearest urgent care facility or emergency department.

Medication changes and initiation of any new medication are made during office visits after an appropriate evaluation. They are not done over the phone, the portal or by asking Rebecca Mass-Krajewski ARNP-BC if she can prescribe a medication.

PROMISE:

Rebecca Mass-Krajewski ARNP-BC is empathetic, knowledgeable and has a high success rate in making diagnoses, locating triggers, and finding treatments that lead to improvement in patient’s quality of life. However, she cannot promise your health will improve as a result of care with The EDS Clinic PLLC because there are no 100% success rates in life. We at The EDS Clinic do not believe your symptoms are simply stress, anxiety, or exaggeration.

TELEMEDICINE CONSULTATIONS

IN-STATE PATIENTS:

The limited number of providers knowledgeable in these diseases and disabling nature of

these conditions have created barriers to care for many patients. In an effort to reduce

these barriers, The EDS Clinic PLLC offers remote care for eligible patients via telemedicine.

Current regulations allow telemedicine visits for any patient who resides in the state of

Washington State or has seen Rebecca Mass-Krajewski ARNP-BC in person in the past. She will soon add the additional states of Nevada and Oregon, and update here. We are unable to guarantee that there will not be a data breach during telemedicine visits. By scheduling a teleconsultation, you understand and accept the small risk of a data breach. You also understand and accept that there may be some limitations to care due to the inability to perform a physical examination or complete vital signs. In Washington State we will have a brick-and-mortar clinic in the future.

OUT-OF-STATE AND OUT-OF-COUNTRY SERVICES:

In the future people residing outside of Washington State and out-of-country may schedule an “Informational visits.” These appointments are for educational and informational purposes only. They do not establish a doctor-patient relationship between the patient and Rebecca Mass-Krajewski ARNP-BC. Informational visits do not take the place of direct medical care to diagnose or treat a medical condition. They are best used to brainstorm and make connections between seemingly unrelated issues. They can be done with patients or with patients’ medical providers. These are not currently available to book online. Please call or email to request.

LATE ARRIVAL:

If you are late for your scheduled appointment time, you will be seen for the remainder of your scheduled appointment time. The appointment fee is always paid in advance due to preparation Rebecca Mass-Krajewski ARNP-BC does prior to appointments.

PORTAL AND OTHER MESSAGING:

The EDS Clinic PLLC #1 priority is to provide the best care we can to all our patients. Portal and other messages are intended for non-urgent, straightforward and logistical matters only. Do not text message, portal message or call with emergencies. If you have an urgent or emergent matter, please go to the closest emergency department or urgent care. If you have any other situation or question, please schedule an appointment.

If you choose to email know that email is less secure. We encourage everyone to use the patient portal for all health related needs.

PAPERWORK POLICIES:

PRIOR AUTHORIZATIONS, APPEALS, & LETTERS OF MEDICAL NECESSITY:

There are no FDA-approved treatments for dysautonomia, mast cell activation syndrome, or the Ehlers-Danlos syndromes. There are many off-label uses of treatments but these are not well understood by most providers or insurance companies. Due to this, insurance companies often request extensive and time-consuming documentation to consider approval of many of the treatments used for these conditions. The EDS Clinic PLLC has a large number of these treatment requests due to the high Hypermobile / EDS patients. It is because of this that it is necessary to make an appointment for this service.

Paperwork from your insurance company that requires an appointment includes "prior-authorization," a "letter of medical necessity," an “appeal,” or a “peer-to-peer” physician consultation (for medications, infusion therapy, laboratory tests, procedures, images or other care). Due to our greater experience in these complex disorders, we have a high rate of successful approval for these. There is no guarantee that any insurance company will approve the services requested but we do our best diligently.

FORMS:

Forms will be completed during appointments. These include: disability paperwork, detailed school or work accommodation forms, public service requests, FMLA forms, and others. It is often best to begin paperwork discussion and information/data collection with your primary care provider as they receive less of these due to the potential for highly disabling illness of our patient population. If your primary care provider is not able or willing to complete the form, please complete as much of the form as possible in advance of your appointment to reduce the provider time needed for completion. Disability paperwork is not considered at initial new patient visits.

MEDICATIONS:

PRESCRIPTION REFILLS:

Prescriptions are ordered as medically appropriate during scheduled office visits. The frequency of recommended follow-up visits depends on the stability of your condition and the medications prescribed. Prescriptions begun by another provider should be refilled by that provider unless Rebecca Mass-Krajewski ARNP-BC agrees to take over the prescription after discussion during an appointment.

Routine refills are done during scheduled appointments in order to avoid administrative fees. There is a fee for regular refills between appointment requests of $40 per prescription. It is your responsibility to be sure you do not run out of your medications prescribed by Rebecca Mass-Krajewski ARNP-BC by scheduling office visits at appropriate intervals.

CONTROLLED SUBSTANCES:

To receive prescriptions for controlled substances (including but not limited to: sedatives such a Klonopin, Valium; non-opioid analgesics such as ketamine; opioid analgesics such as oxycodone, hydrocodone, tramadol; and stimulants such as Provigil, Adderall, Ritalin), you must have an office visit or telemedicine visit at minimum every three months. These medications are exclusively filled at appointments. You will be asked to sign a Controlled Substances Agreement with our office and do a urine toxicology screening at a laboratory. This is the standard for the industry and how we ensure safe controlled substance use. Be aware since the pandemic the Drug Enforcement Agency rules around narcotics over telemedicine is continually evolving and there may be new updates at your visit.

NEW PRESCRIPTIONS:

A new prescription or one recommended by another provider requires an appointment (in-person or telemedicine).

MEDICAL RECORDS;

OBTAINING MEDICAL RECORDS:

You are responsible for obtaining your medical records from other health care providers/facilities. Medical records from another provider or office are only be released with your authorization by completing a HIPAA authorization form on their end. Please contact your other health care provider to obtain the records that you believe are pertinent to your The EDS Clinic PLLC evaluation. The whole file is not necessary.

Often you can obtain clinic notes and images yourself through other healthcare systems online patient portal (examples: MyChart, Navigator). Labs are most concisely obtained by creating an account with the lab company. Any records you obtain should be uploaded to your patient portal. Doing this can decrease costs because having Rebecca Mass-Krajewski ARNP-BC evaluate them through the eye of an experienced rare disease provider will lead to less duplicative testing.

If you are a prior in-person patient of Rebecca Mass-Krajewski ARNP-BC your records are online in the prior medical system and for consistency of care please upload the last 2 to the patient portal.

OUR MEDICAL RECORDS:

The EDS Clinic PLLC records are available on our patient portal. Laboratory and other study results can be obtained from the testing facility by making an account with that company. If you request that we copy your medical records, there will be charges according to the guidelines set by the Department of Health Services for the state of Washington.

OUTSIDE CONSULTATIONS:

MEDICAL PERSONNEL:

If needed Rebecca Mass-Krajewski ARNP-BC will discuss your case by telephone or email with an outside medical provider free of charge. This consultation is initiated by the outside provider and they must provide a convenient way to access them (direct cell phone or email). A clinic phone number is not convenient. By signing this document, you consent to Rebecca Mass-Krajewski’s reply to any outside provider’s email or phone call on your behalf. You understand and accept that email is not 100% secure from risk of a data breach. If you do not wish for Rebecca Mass-Krajewski ARNP-BC to respond to outside provider’s emails or telephone calls about you, we will not do so, and we will make note of this in your electronic chart.

NON-MEDICAL PERSONNEL:

Consultations with Rebecca Mass-Krajewski ARNP-BC and an attorney, school staff, or other non-medical personnel. These are non-medical appointments and charged accordingly. The patient initiates and makes these appointments based on the estimated time required.

By signing this document, you consent to Rebecca Mass-Krajewski’s reply to any outside provider’s email or phone call on your behalf and understand and accept that email and telephone communication are not 100% secure and there is some risk of a data breach.

RESEARCH:

Rebecca Mass-Krajewski ARNP-BC enjoys research on rare disorders and does not charge for any time spent researching the medical literature, taking continuing education courses, or other professional pursuits that improve your quality of care.

RESULTS:

LAB RESULTS:

Important laboratory abnormalities merit a follow-up appointment so that these results and potential implications may be discussed. It is your responsibility to schedule follow-up appointment. Rebecca Mass-Krajewski ARNP-BC will review your labs when they are provided to her for urgent issues and you will be contacted if she has any urgent concerns. Discussion of normal and non-urgent results are done at a follow-up appointment. Follow-up appointments for results will be timed for when all the results should have returned. The lengthiest tests take 6 weeks to process. There is no appointment needed for normal results of routine monitoring labs for patients on infusion therapy or specific oral medications.

RADIOLOGY AND OTHER PROCEDURES:

Important radiology abnormalities (Xray. MRI, etc) merit a follow-up appointment so that these results and potential implications may be discussed. It is your responsibility to schedule follow-up appointment. Discussion of normal and non-urgent results are done at a follow-up appointment.

RECORDINGS:

Visits may NOT be recorded without the written permission of the EDS Clinic PLLC.

In signing this you agree you have read this document in its entirety and will abide by The EDS clinic Policies and Procedures.