



QueerDoc, PLLC Office Policies and Procedures

Please read this explanation of our office policies and sign the form at the bottom to acknowledge your understanding. Thank you!

SCOPE OF SERVICES

QueerDoc is a consultative practice that complements and partners with, but does not replace, your principal primary care provider.

Routine medical care and screening for preventative disease, including but not limited to any form of cancer, should be managed through your primary care provider.

For urgent concerns or emergency medical issues, please call 911 or go to the nearest emergency department. QueerDoc does not offer after hours or emergency services.

APPOINTMENTS

Appointments are most easily booked online via our secure patient portal. If you are unable to use our patient portal, please call us to book your appointment.

LATE CANCELLATIONS and MISSED APPOINTMENTS (“NO-SHOWS”)

If it is necessary to cancel or reschedule your scheduled appointment please provide us with 2 business days notice in advance of your appointment. If you do not provide us with 2 business days advance notice, QueerDoc reserves the right to bill your account a fee of up to the minimum sliding scale payment.

REQUIRED RESCHEDULES

Most follow-up appointments require pre-visit bloodwork. You will receive an email reminder about two weeks prior to your scheduled appointment. Please complete lab work a minimum of 72 hours in an urban setting or 1 week in a rural setting prior to your appointment, so your results will be likely to be available at your appointment. If blood work has not been completed prior to the appointment, you will be charged the late cancellation fee and rescheduled. *Additionally, if you complete labs outside of Quest or LabCorp you will be responsible for bringing a copy of your results for your provider's review to your visit.*

If you appear to be in an unsafe situation during your telemedicine appointment (for example, you are driving) or unable to focus appropriately (for example, you are in a distracting setting or otherwise occupied), you will be charged the late cancellation fee and your appointment will be rescheduled.

Most visits have pre-visit paperwork requested. Paperwork is not required for a visit, but visits completed entirely over video conferencing (without completed pre-visit paperwork) may require additional time to complete. *This time will have to be scheduled as a separate appointment and will incur additional charges at the standard sliding scale rates.* Paperwork completion is kindly requested at least 24 hours prior to your appointment to allow your provider time to review it.

INSURANCE

QueerDoc is not contracted with any insurance plans. All services are direct pay, meaning you are solely financially responsible for paying for all fees billed for services provided by QueerDoc.

The services provided by QueerDoc ARE eligible for cost coverage under a Flex Spending Account (FSA) or a Healthcare Spending Account (HSA). You may use your FSA/HSA card to pay for your visits via our secure online payment portal.

Your insurance company may cover visit fees as an “out-of-network” provider, and upon request QueerDoc can provide you with a “superbill” to submit to insurance. Should you choose to submit a bill to your insurance company, doing so shall be solely for your own reimbursement purposes and does not affect your financial responsibility to pay for all fees billed for services provided by QueerDoc directly when due, nor permit delay in paying such bills.

PAYMENT

Payment is due at time of visit. Payment is accepted by credit card processed through a third party payment processing system via our secure online billing through our secure patient portal. Your credit card will be charged overnight after the day of your visit.

OVERDUE BALANCES

We want you to get the care you need and we want to keep our virtual doors open. However, if, at any time, your account has an unpaid balance more than 30 days past due, QueerDoc will be unable to provide prescription refills or further services until the balance on your account is paid in full. Upon request, QueerDoc will provide information regarding local non-profit clinics in your area to which you can transfer your care as they are often able to see patients regardless of ability to pay. Once you have arranged your transfer of care to the clinic of your choice, including release of your records, QueerDoc will provide a prescription for 90 days worth of your gender affirming medication(s) to allow for the time required to transition your care, if applicable. If you choose not to transfer your care after your account has an unpaid balance more than 30 days past due, payment will be required at the beginning of any future visits, regardless of whether you pay such overdue amounts in full in due course.

PATIENT PORTAL, EMAIL AND COMMUNICATIONS

Your privacy is of the utmost importance to us. QueerDoc uses one encrypted platform for secure communications, which provides security for protecting your health information.

Patient portal: Secure (encrypted) cloud-based portal for scheduling, appointment reminders, and messaging. Messaging communications sent via the portal may be included in your medical record. All patients are kindly requested to maintain a portal account in order to streamline interaction with our office, however participation is voluntary. Portal messages will receive a response within 3 business days of your message being received. For urgent or emergent care issues, you will need to seek care through local urgent or emergency care services as appropriate.

Information sent between commercial (gmail, yahoo, etc.) email accounts and our “queerdoc@queerdoc.com” email address is not secure, carries the risk of being read by a third party, and therefore should not contain any personal health information. This is also the case for any voice messages you leave on our voicemail system. Although we strongly recommend you instead communicate with QueerDoc using the above described patient portal secure messaging system, if you communicate with QueerDoc using commercial email accounts, send any personal health information to our “queerdoc@queerdoc.com” email address or leave any voice messages on our voicemail system, you acknowledge that you understand the risks to your data and health information privacy and are prepared to accept them. If you use such communication channels, you acknowledge that you have assumed and accepted the risk of loss to and/or exposure of your data and health information privacy and will not hold QueerDoc responsible for any such loss or exposure to the extent permitted by applicable law.

MEDICAL RECORDS

Copies of medical records must be requested in writing, and a form for release of medical information must be completed prior to receipt of these materials. You may request a copy of your medical records and billing records maintained by QueerDoc. QueerDoc will provide such records free of charge for your first request, after which additional copies are provided at a reasonable charge reflecting QueerDoc’s costs to produce such copies.

OFFICE POLICIES & PROCEDURES RECEIPT ACKNOWLEDGMENT FORM

A copy of this form will be kept in your medical record.

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in this QueerDoc PLLC OFFICE POLICIES & PROCEDURES form.

Sign Name

Date

Print Name

Print legal/health insurance name: _____