



# 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.

You must be physically in a state of service at the time of your visit due to licensure and regulations. You will be asked to confirm your physical location during your pre-visit paperwork and may be asked to reconfirm it at the time of your appointment to comply with telemedicine licensing regulations.

## **LATE CANCELLATIONS and UNATTENDED APPOINTMENTS (“NO-SHOWS”)**

If it is necessary to cancel or reschedule your scheduled appointment please provide us with 72 hours notice in advance of your appointment. If you do not provide us with 72 hours 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 1.5-2 weeks in an urban setting or 2-3 weeks 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. Telemedicine visits should be conducted in a private and safe environment whenever possible to support confidential healthcare communication.

If you are more than 10 minutes late to your scheduled appointment, you will be charged the late cancellation fee and your appointment will be rescheduled. If there are more than 10 minutes of unavoidable technical difficulties delaying care you will be rescheduled without a late cancellation fee.

## **PAPERWORK**

*At QueerDoc, we aim to provide high-quality, individualized, and accessible care. In preparation for your appointment, most visits include optional pre-visit paperwork. While completion of this paperwork is not required to receive care, it is strongly encouraged.*

*Appointments conducted entirely via video without completed pre-visit paperwork may require additional time for your provider to gather the necessary information. As a result, you may experience:*

- ***Delays in care***
- ***Extended visit duration***
- ***Increased appointment costs***

*To support timely and efficient care, we kindly request that pre-visit paperwork be completed at least **24 hours prior to your scheduled appointment**. This allows your provider adequate time to review your information in advance.*



*If paperwork is not completed at least 24 hours in advance, you may incur additional fees and experience delays in receiving care.*

*If you need accommodations or support in completing your paperwork, please contact our team by emailing Nora at [facilitatorunicorn@queerdoc.com](mailto:facilitatorunicorn@queerdoc.com).*

Additional fees may apply to paperwork required for clinical care such as prior authorizations, forms, etc.

## **PRESCRIPTION REFILL POLICY**

It is QueerDoc's standard practice to provide prescriptions with enough medication to last until your next expected appointment. This model helps us manage refill needs during visits, which reduces provider workload outside of appointments and supports our sustainability and ability to serve more patients.

We understand that sometimes prescriptions may need to be refilled between appointments. Please note the following:

- **We do not offer urgent or emergency refill services.**
- **Prescription refill requests require 5–7 business days to process.**
- **Patients must request refills at least 7 days before running out of medication.**
- **For mail order pharmacies, please request refills 2–3 weeks in advance,** as processing and shipping can take 7–10 business days.

Please Note\*\*:\*\* Refill requests sent via fax or electronically from pharmacies do *not* come through our system. These automated requests often generate unnecessary work for our providers and are not reliable.

👉 If you need a refill, **please message your provider directly** through the Patient Portal. Include the following:

- **Medication name**
- **Dose and frequency**
- **Pharmacy name and full address, including ZIP code**



- If using a **mail order pharmacy**, let your provider know if your **mailing address has changed**

Your advance planning helps us ensure continuity of care for you and all QueerDoc patients—while maintaining our commitment to provider wellness and sustainable, high-quality care. We're all in this together.

Laboratory testing and pharmacy services are provided by independent third-party organizations. QueerDoc orders labs and prescriptions as part of your care, but the laboratories and pharmacies providing these services set their own pricing and policies.

## **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, debit, HSA/FSA 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.

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## **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 5-7 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” e-mail 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” e-mail 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.

## **RESEARCH**

Your deidentified data such as outcomes, vital signs, medical history, medications, substance use, and laboratory results may be used for statistical analysis, quality improvement, research, and educational publications. Your name and date of birth plus other identifying information will be removed.

## **OFFICE POLICIES & PROCEDURES RECEIPT ACKNOWLEDGMENT FORM**

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

By clicking the box below I am electronically signing this document and 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.