



To our patients:

We want to thank you for choosing us to care for your medical needs.

Our office has instituted a registration policy that allows us to provide exceptional care in a more efficient manner. We strive to provide excellent care and we re-evaluate our processes and protocols on a continuous basis. We take your feedback and suggestions into account when designing or re-evaluating our protocols.

We have implemented a style of practice that allows us to dedicate the time needed to each patient. We have developed a customer centric service by

- Not overbooking the appointment slots
- Not asking any patient to return to the office for normal lab results
- Drawing blood on site even though some insurances do not pay for the service
- Giving you a same day appointment, especially if you are sick
- Sending e-mail messages to those who choose the internet as way to communicate normal results.
- Coordinating care with specialists

In order for us to continue to provide services in this manner we have streamlined the registration process. Ours is similar to industries that you are familiar with such as airlines, hotels, and car rental companies. For example, if you have ever checked into a hotel or rented a car, you are asked for a credit card, which is imprinted and later used to pay your bill. This is an advantage for both you and the hotel or rental company, since it makes checkout, faster, and more efficient. We have implemented a similar policy. You will be asked for a credit card number at the time you check in and the information will be held securely until your insurance has paid its portion and notified us of the amount of your share. At that time, any remaining balance owed by you will be charged to your credit card, and a copy of the charge will be mailed to you.

We assure you that your information is safe. We are bound by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") federal law. A person who knowingly obtains or discloses individually identifiable health information in violation of HIPAA faces a fine of \$50,000 and up to one-year imprisonment. The criminal penalties increase to \$100,000 and up to five years imprisonment if the wrongful conduct involves false pretenses, and to \$250,000 and up to ten years of imprisonment if the wrongful conduct involves the intent to sell, transfer, or use individually identifiable health information for commercial advantage, personal gain, or malicious harm. Criminal sanctions will be enforced by the Department of Justice. **We take this very seriously.**

You will no longer have to write out and mail us checks. It will greatly decrease the number of statements that the practice has to generate and send out. The combination will benefit everybody in helping to reduce the costs of health care and allow us to continue to improve and expand the practice, which in the end benefits the community and patients we serve. This in no way will compromise your ability to dispute a charge or question your insurance company's determination of payment. Co-payments are due at the time of the visit.

If you have any questions about this payment policy do not hesitate to contact us and ask to speak to the Billing/Collections Coordinator.

Sincerely yours,

Guillermo Santos, D.O., M.P.H.

Medical Director