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Board Certified Family Medicine
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Office Policies and Patient Agreement

Please read carefully as I have made very important changes to my practice and office policies. For your convenience, I will be emailing this form to you for signature.

If you agree with the terms, please sign the last page and mail/email back to me.

Please print your full name at the top of the last page.

The policies are available for review on my website too.

Please read carefully and make an educated decision towards your health and wellbeing.

I would like to take this opportunity to share some practice news and changes to the office policies. Please consider visiting my website www.drstoiciretreat.com for more information about my practice (the website might not be always accurate as it undergoes updates). Also, please "Like" my office Facebook page to receive important medical and wellness updates.

I am here to be your health guide and advocate

It is my only goal to provide you and your family with the best possible Family Practice experience. I am a single physician practicing concierge and boutique like medicine.

I am a Family Medicine Board Certified M.D., Board Certified in Esthetic Medicine and Board Certified in Medical Micro-needling (I do not employ physician's assistants, nurse practitioners, nor medical assistants).

I am available after hours, during the weekends, holidays and vacation times, through email, phone and electronic medical system (Patient Fusion) for medical urgencies **only**.

Please address any other questions about scheduling, referrals, medication refills, forms to be filled out, billing or administrative issues with me during business hours.

I encourage and expect every patient to connect with me through the Patient Portal-Patient Fusion to enhance the accuracy and availability of their health care.

I will provide a link and a temporary access code to you to help you create an account. You may also connect using the phone number and email you provided at the time of the first visit.

Well Visits and Follow Up's

Well Visits (Physicals) are an excellent opportunity to review your overall health.

I recommend an annual physical to ensure your good health. These visits are great opportunities to discuss screening tests recommended for your age, immunizations and diet and exercise routines.

Immunizations offered in office are as follows:

- Seasonal Flu vaccine
- Tdap (Tetanus booster for 7y/o and up)
- TB skin screen (not a vaccine but it might be part of physicals for school or job applications).

I recommend pelvic and Pap exams for women every 3-5 years or more often if you have risk factors.

Follow-up visits are necessary and required after blood work and imaging testing and some times after acute visits.

Results for blood work or other tests **will not be discussed** over the phone, email or text unless they are completely normal and a follow up visit deemed necessary.

If you are not feeling well for your Wellness visit please call the office and change it to a Sick visit.

All patients must have an up to date physical before any medication refills, booster vaccines or forms to be completed by the physician.

Any patient on CONTROLLED MEDICATIONS must be seen in the office at least every 6 months or monthly as deemed by the LAW.

Limitations on Prescriptions for Controlled Substances.

I may prescribe certain controlled substances for severe acute pain as allowed by the LAW.

However, I do not provide long-term chronic pain management.

As part of this agreement, you must execute the Controlled Substances Acknowledgement Form, attached to this agreement, indicating your understanding that the physician will not prescribe controlled substances on an on-going basis.

Should you need long-term chronic pain management, I can recommend another specialized provider to assist you with the care and treatment of your pain management issues.

Hospital Coverage

You acknowledge and agree that Dr. Stoici does not provide inpatient care and will not admit, treat, or follow you at any hospital should you need the services of a hospital.

Dr. Stoici has a contract with WestCoast Hospitalists group which will admit you if necessary at St. Anthony's Hospital or Bay Front Hospital.

You further acknowledge and agree that neither the Physician nor the Practice provide obstetrical services, including midwife, doula, or similar services.

To the extent you require medical care not covered by this agreement, Your Physician will refer you to another health care provider and/or assist you in finding a provider and will work with the provider of your choosing to coordinate and ensure appropriate transfer of your care, including providing him/her with copies of any relevant medical records.

Administration Fee

I want to continue offering the highest possible quality of care, to guarantee the best and most prompt medical care and advice.

I also want to continue being able to offer 30 minutes or longer visits with and limit the waiting time to be seen in the office.

Unfortunately, regulatory costs and office expenses are going up and insurance reimbursements **are not**.

As such, doctors are finding themselves having to charge a fee for services that are historically offered free of charge **such as:** blood draw (venipuncture), business hour telephone advice, postage, after hours calls to the doctor, prescription refills without an appointment, completion of forms for schools, insurance applications, FMLA paperwork etc.

Charging for these services is supported by the American Academy of Family Physicians and The American Medical Association and is customary for concierge practices.

Most doctors dislike charging patients for **each** non-covered service they provide throughout the year. Some doctors are beginning to request a membership fee of thousands of dollars for access to their services.

Instead, I am asking you to carefully consider the option of contributing an **annual Administration Fee of \$200/person or \$350/family** as an alternative to incurring fees (as allowed by your insurance company) for those services mentioned above.

This fee will assure you same-day or next-day appointments based on availability, round-the-clock cell phone coverage, email and telemedicine service (Messenger, Viber, WhatsApp-like), access to Dr. Stoici's cell phone, ability to text message.

However, there may be times when Dr. Stoici is not immediately available to treat you.

By signing this Agreement, you acknowledge that Dr. Stoici may not be immediately available. You also acknowledge that you understand that the Services rendered under this Agreement are not intended to be a substitute for emergency care. If you believe you are in need of emergency care or treatment, you should always seek care from your local hospital and/or call 911 for emergency medical services.

Please fill out the attached Administration Fee form and send back to the office with your choice.

Private Pay/Uninsured Patients

Private/Cash pay charges are available as a courtesy to those without insurance. Charges are due in full at the time of the visit prior to seeing the doctor (see our website for more info).

Co-Pays/Hardships

Co-pays are part of your contract with the insurance company. They are due on the date of service prior to seeing Dr. Stoici or you will incur a \$35 late co-pay fee.

For your convenience we accept cash, checks and all major credit cards.

Any outstanding late balances are due at the time of your visit or must be paid prior to accessing the doctor for any medical advice – NO EXCEPTIONS.

You may pay your bill on line by clicking the “PAY YOUR BILL” button on my website.

You may be able to set up payments plans on line to assure your complete balance payment.

We understand that some of you have fallen under hard economic times and we are willing to work with you regarding outstanding balances (Payment plans can be agreed upon).

Insurance Cards

Due to frequent changes in insurance coverage, please be prepared to provide the insurance card at each and every visit.

We will file for payment from your insurance company. If payment is not made after two timely filing attempts, you will be responsible for contacting your insurance company yourself or you will be personally responsible for payment in full.

My billing company may be reached at (727) 572 5449-ask for Susan or Laura.

High Deductible Insurance Plans

With the beginning of the year for many will be the beginning of a new calendar year deductible.

We do bill your insurance as usual and if they apply the cost to your deductible you will be responsible for the full cost of the visit -this will be decided once our billing company receives your insurance company explanation of benefits (EOB) and you will receive a bill from us-*please make sure that your address is updated in our system each and every visit.*

Missed Appointments

As a courtesy, you are reminded of your appointment by email through the Patient Fusion portal.

You may also be offered a reminder card each time you schedule an appointment while in the office.

If you are unable to keep your appointment, kindly let us know so we can help you reschedule.

Missed appointment, without the courtesy of a telephone call 12-24hrs prior to the appointment, will result in \$45 missed sick-appointment charge or \$60 missed-physical exam charge- NO EXCEPTIONS.

Several subsequent missed appoints may result in discharge from the practice.

After Hours Calls

I have been and will be available to help you with your after-hours urgencies.

Please address any questions about scheduling, referrals, medication refills, forms to be filled out, billing or any administrative issues during business hours.

I can advise you regarding home care, over the counter care, call in prescriptions if warranted (which will be followed by an office visit in the next 24-48hrs) or direct you to the nearest hospital or urgent care if indicated.

If you have not received a response back after contacting me within 30-45 min, please call again or text.

Always leave a message. Text is preferable.

Please use the after- hours calling **only** for emergencies or issues that you think cannot wait until next day during business hours.

Do not contact the physician after hours for medication refills, to cancel, change or make appointments or to have access to lab results or other tests (Always call the office or message me in the Patient Portal for this). Messages left on the voicemail machine at the office come in my email and I monitor them even on the weekends.

Office Food, Drink and Video Policy

I have many patients who are allergic to foods and dyes. To prevent accidental exposure and to help keep our office and our flooring clean, only water will be allowed in the office waiting room and examining rooms.

Due to HIPPA regulations and privacy laws, there can be ABSOLUTELY NO VIDEOS OF PHOTOS TAKEN IN THE OFFICE.

Failure to comply with any of the above may result in discharge from the practice.

Patient name print, signature and date:

SINCERE THANKS!

Dr. Stoici