



Physician Services and On-Call Coverage at IMC

Integrative Medical Clinic Physicians offer different scopes of service.

- Dr. Barnett and Dr. Dozor are Family Practice Physicians:
Offering full range of care from newborn to elderly, and terminal care.
- Dr. Nichols practices Internal Medicine and Oncology (cancer specialist):
Treats patients over 15 years of age with common or chronic medical problems.

The term “Primary Care” Physician is very specific for some insurance programs that require the Primary Care Physician to have uninterrupted availability, 24 hours a day, 7 days a week. Our physicians cannot offer this availability, but for many of their patients, Drs. Dozor, Barnett and Nichols are the only doctor the patient sees for coordination of their healthcare . This is discussed in more detail with each patient.

Contacting your Physician for EMERGENCY ISSUES

Dr. DOZOR @ 284-9238 Dr. BARNETT @ 284-9206 Dr. NICHOLS @ 284-9226

Please leave your NAME and TELEPHONE number at the BEGINNING of any message. To page your doctor, press #3# after you complete your message.

IN ANY EMERGENCY OR LIFE THREATENING SITUATION, PLEASE GO IMMEDIATELY TO YOUR NEAREST EMERGENCY ROOM FOR TREATMENT.

Contacting your Physician for ALL OTHER ISSUES

For scheduling appointments or other general questions, contact the Receptionist at 707.284.9200.
For prescriptions, labs, and other chart specific questions, contact the Physicians Assistant at 707.284.9240.

Messages are checked throughout the day during business hours. When out of town, or on vacation, messages are heard every 1-2 day(s).

Our staff routes questions to the physician as appropriate and will often return calls for routine concerns. Non-urgent responses can take up to 72 hours.



Medi-Cal Policy

Medi-Cal Health coverage is NOT accepted by any doctor, or other practitioner, currently practicing at 175 Concourse Boulevard. All services rendered are considered “out of pocket” expense to the patient and payment is required at the time of service. Medi-Cal cannot be billed for reimbursement and will deny any claims sent to them.

Medicare Policy

Some doctors and other practitioners at 175 Concourse Blvd are participating providers under Medicare contracted rates. Medicare generally covers 80% of covered services. Patients’ are responsible for 20% co-payment at the time of service, yearly Medicare deductible (\$131 as of 2007), and non-covered services. Coinsurance and the deductible are based upon the charge determination of the Medicare carrier. Patients’ that also have a secondary health coverage plan (Medi-Cal excluded) do NOT pay co-payment at the time of service. Any claims not covered by Medicare or Secondary Coverage will be billed to the patient for payment.

Courtesy Billing Policy

For those with PPO insurance that the doctor or practitioner is not contracted with, Integrative Medical Clinic (IMC) will submit the office visit claim on your behalf to your insurance carrier. IMC requires payment in full for services rendered at the time of visit. We will then submit the claim for your insurance to process and reimburse to subscriber directly for any services that are covered by your policy. Patients are financially responsible for all charges and pay for all services, whether or not they are covered by insurance. IMC does not guarantee any insurance benefit, and it is the patients responsibility to verify coverage directly with their insurance carrier.

Patients Paying Privately (no insurance)

The policy of all practitioners at Integrative Medical Clinic is to require payment in full at the time of service. Receipt is available to the patient to keep for their personal records, or to self submit to any existing HSA account. We do not bill later or mail statements for patients who pay privately for services.

Health Information Practices Notice

IMC will not disclose any of your health information to any outside organizations, with the exception and purpose of:

- Professional referral to another healthcare provider, hospital, or clinic for diagnosis, assessment, or treatment.
- Collection of payment for services rendered (i.e. your insurance company).
- Office administration including phone calls. If you are not available to receive the call, a message will be left on your answering machine. This includes an appointment reminder call the day before an appointment, or other general information.

This is a summary of our disclosure practices. Full disclosure packet is available upon request at the front desk or ([click this link](#))

If you wish to place any restrictions on this IMC Health Information Policy, you must submit your request in writing. Requests can be placed at any time. IMC will review the request and respond within 30 days. Please address concerns to: Ellen Barnett, MD, Medical Director, 175 Concourse Boulevard, Santa Rosa, CA, 95403



Electronic Chart Storage and Information Sharing

The practitioners at Integrative Medical Clinic (IMC) use the same electronic medical record. All patient records are accessible for review by treating providers at IMC, with the exception of notes for psychological visits. You may request specific information to be kept in the confidential section of your record. This information can only be released with your specific authorization to do so and is not available to practitioners that are not treating you.

In some cases, practitioners at IMC may discuss diagnosis and treatment options for a patient with each other, for the benefit of an integrative and all inclusive approach to patient healthcare.

Cancellation Policy

Notice of **at least 24 business hours** is required for any appointment cancellation. If less than 24 hours notice or no notice, is given for cancellation, patient will be charged a Late or No Show Cancellation Fee. The standard fee is \$45, but can vary by provider. Patients who habitually cancel scheduled appointments may be placed on warning or possibly discharged from practitioners' practice.

Additional Charges and Fees

- ❖ Returned checks incur an additional \$25 charge.
- ❖ Outstanding patient balances incur an additional 1.5% each month balance is outstanding.
- ❖ Delinquent patient balances may be turned over to our collection agency for payment collection. You will be notified by mail if this occurs.
- ❖ For patient requested copy or transfer of medical record(s), the patient is required to sign a release document and pay fee of \$15-\$55* depending on extent of records.
- ❖ Patients who require a form or letter to be completed by their physician, and do not schedule an appointment to have it completed, will be charged based on extent of form or letter.
- ❖ Forms and letters that required a "Rush" completion (within 2 business days) will incur an additional \$20 fee.
- ❖ Insurance information that is invalid and required rebilling to correct insurance may incur a \$25 charge. Be sure to ALWAYS notify the receptionist of ANY insurance changes.

Prescription Policy

Please allow at least 48 business hours for ANY prescription refill request. In most cases, we are able to process refill requests same day. Some prescriptions may take longer due to insurance authorization stipulations, mail order pharmacy policies, or other delays to refill. Please consider this when your prescription is getting low.

For ANY new prescription, a visit is required. If the physician has never prescribed a medication for you, it will not be processed without adequate consultation and evaluation of medical necessity for prescription.

Prescriptions for controlled substances (Schedule II) require an office visit to be refilled, as per state law. Some Schedule II prescriptions are: Percocet, Oxycontin, MS Contin, Kadian, Avinza, Ritalin, Roxanol, Methadone, Dexedrine, etc. Schedule III prescriptions such as Valium, Vicodin, and Tylenol with Codine, may require an office visit.