

Practice Policies

Payment Policy: In order to facilitate patient visits, all patients are asked to present their payment to the doctors of De Novo Pittsburgh directly at the beginning of each patient visit. De Novo Pittsburgh accepts cash, checks, debit, credit or on-line credit card payment only. Checks should be made out to “De Novo Pittsburgh” and written prior to the start of the office visit. Patients using the online credit card payment should do so prior to the office visit and present a printed receipt of the transaction

A payment receipt will be provided on request on the day of service.

No Shows/Cancellations: Appointments that are cancelled with less than a 24 hour notice will incur a \$25 service charge.

Cell Phone Access: The doctors of De Novo Pittsburgh can be reached directly via their cell phone numbers by patients. Please leave phone messages. Phone messages are checked continually during regular office hours as well as off hours and weekends.

Outsourcing of Clinical Services: Clinical services such as laboratory blood draws, X-Rays, imaging studies, etc., are referred to a conveniently located center.

Health Insurance Policy: De Novo Pittsburgh is authorized to release any medical or other information necessary to process health insurance claims. The payment of government benefits and any other third party payers will be made either to me or to De Novo Pittsburgh Chiropractic & Health.

E-mail Policy: E-mail is fast, convenient and efficient. E-mail works well for many non-urgent questions, requests or messages you may have for your doctor. The most important thing you should know is that the confidentiality of e-mail exchanges cannot be guaranteed. While the security of e-mail is comparable to other types of communication (such as phone calls), there are some special issues with e-mail:

- If your e-mail address is through your employer, your employer may own all e-mails sent to that address.
- If your email address is a family address, other family members may see your messages.
- If you use an internet service provider, there is a small risk that messages may be intercepted by others (“hackers”).

You should also know that e-mails you send to your doctor may be read by the other doctor in the office.

What types of communication are appropriate for standard e-mail?

- Appointment scheduling concerns or questions
- Non-urgent medical advice or follow-up (including some types of test results)



Prior to your New Patient Visit with the doctors of De Novo Pittsburgh, please download, print and sign the “Signature Page” document from the De Novo Pittsburgh website: www.denovopittsburgh.com. You will be asked to submit this page at your New Patient Visit. Please do not hesitate to contact the doctors of De Novo Pittsburgh by e-mail if you have any questions regarding the content of this document.



Please review the following “Notice of Privacy Practice for Protected Health Information”

Notice of Privacy Practice for Protected Health Information

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please read this carefully.

With your consent, the practice is permitted by federal privacy laws to make uses and disclosures of your health information for purposes of treatment, payment and health-care operations. Protected health information is the information we develop and obtain in providing our services to you. Such information may include documenting your symptoms, examination, test results, diagnoses, treatment, and applying for future care or treatment. It also includes billing documents for these services. De Novo Pittsburgh Chiropractic and Health may leave voice messages on the phone number(s) you provided regarding any of your medical or financial information.

Your Health Information Rights

The health and billing records we maintain are the physical property of the practice. The information in it however belongs to you. You have a right to:

- Request a restriction on certain uses and disclosures of your health information by delivering the request in writing to the office. We are not required to grant the request but we will do our best to comply with any request granted.
- Request that you be allowed to inspect and copy your health and/or billing record – you may exercise this right by delivering the request in writing to the office.
- Appeal a denial of access to your protected health information except in certain circumstances.
- Request that your healthcare record be amended to correct incomplete or incorrect information by delivering a written request to the office.
- File a statement of disagreement if your amendment is denied, and require that the request for amendment and any denial be attached in all full disclosures of your protected health information.
- Obtain an accounting of disclosures of your health information as required to be maintained by law by delivering a written request to the office. An accounting will not include internal uses of information for treatment, payment or operations, disclosures made to you or made at your request, or disclosures made to family members or friends in the course of providing care.
- Request that communication of your health information be made by alternative means or at an alternative location by delivering the request in writing to the office.
- Revoke authorizations that you made previously to use or disclose information except to the extent information or action has already been taken by delivering a written revocation to the office.

If you wish to exercise any of the above rights, please contact the doctors of De Novo Pittsburgh, in person or in writing during normal office hours.

Responsibilities of De Novo Pittsburgh Chiropractic & Health

The practice is required to:

- Maintain the privacy of your health information as required by law.
- Provide you with a notice of our duties and privacy practices as to the information we collect and maintain about you.
- Abide by the term of this notice.
- Accommodate your reasonable requests regarding methods to communicate health information with you.



De Novo Pittsburgh reserves the right to amend, change, or eliminate provisions in its privacy practice and access practices and to enact new provisions regarding the protected health information maintained here. If the information practices change, this notice will be amended. You are entitled to receive copy of this notice by calling and requesting a copy our “Notice” or by visiting the office and picking up a copy.

To Request Information or File a Complaint

If you have questions, would like additional information, or want to report a problem regarding the handling of your information, you may contact the doctors of De Novo Pittsburgh. Additionally if you your privacy rights have been violated, you may file a written complaint at the office by delivering the written complaint to the doctors of De Novo Pittsburgh. You may also file complaint by mailing it or e-mailing it to the Secretary of Health and Human Services whose street address and e-mail address is 200 Independence Ave, SW, Washington, DC 20201 and HHS.mail@HHS.gov. We cannot, and will not, require you to waive the right to file a complaint with the Secretary of Health and Human Services (HHS) as a condition of receiving treatment from the practice. We cannot, and will not, retaliate against you for filing a complaint with the Secretary.

Others Disclosures and Uses

Privacy Practice For Protected Health Information Policy:

De Novo Pittsburgh Chiropractic & Health may leave voice messages on the phone(s) that you have provided regarding any of your medical or financial information.

Notification –Unless you object, we may use or disclose your protected health information to notify, or assist in notifying a family member, personal representative, or other person responsible for your care, about your location, and about general condition, or your death.

Communication With Family – Using our best judgment and professionalism, we may disclose to s family member, other relative, close personal friend, or any other person you identify, health information relevant to that person’s involvement in your care or in payment for such care if you do not object or in an emergency.

Workers Compensation – If you are seeking compensation through Workers Compensation, we may disclose your protected health information to the extent necessary to comply with laws relating to Workers Compensation.

Public Health – As required by law, we may disclose your protected health information to public health or legal authorities charged with preventing or controlling disease, injury or disability.

Abuse and Neglect – We may disclose your protected health information to public authorities as allowed by law to report abuse or neglect.

Correctional Institutions – If you are an inmate of a correctional institution, we may disclose to the institution, or its agents, your protected health information necessary for your health and the health and safety of other individuals.

Law Enforcement – We may disclose your protected health information for law enforcement purposes as required by law, such as when required by a court order, during cases involving felony prosecutions, or to the extent an individual is in the custody of law enforcement.

Health Oversight – Federal law allows us to release your protected health information to appropriate health oversight agencies regarding health oversight activities.

Judicial/Administrative Proceedings – We may disclose your protected health information in the course of any judicial or administrative proceeding as allowed by law, with your consent, or as directed by a proper court order.

Other Uses – Other uses and disclosures besides those identified in this notice will be made only as otherwise authorized by law or with your written authorization and you may revoke the authorization as previously provided.

Research – We may disclose information to researchers when the institutional review board has reviewed a research proposal, approved the research and establish protocols to insure the privacy of your protected health information.

