Cancellation Of Appointment

To help accommodate the needs of our patients that wish to be seen on a timely basis and ensure available appointment times, we request that our patients comply with our cancellation and no-show policies.

Due to the unique nature of Rainey Day Doc and our scheduling system, we do not double-book or overbook our schedule. When you secure an appointment time, that time is placed on hold for you and cannot be used by another patient. We understand that circumstances can change from the time you schedule your appointment and the actual appointment. We ask that you please communicate with us as best as possible. If you must cancel a non-urgent care appointment, please notify us within 3 hours of your scheduled appointment. Patients who do not show for routine scheduled appointment will be charged $50 toward their account. Patients who do not show for an extended appointment, such as a in-person physical examination or extended health and wellness consultations, will be charged $100 toward their account.

Signature: _____

Email and Electronic Communications

Rainey Day Doc Telemedicine Concierge and its physicians and providers fully support an electronic patient experience through implementation of a common electronic health record platform. Rainey Day Doc provides a Patient Portal Secure Access for individual seen in our practice at no charge. Through this portal, patients can send secure email communications to their provider or other Rainey Day Doc staff members.

Each secure communication is recorded and kept as part of the patient's permanent medical record. Attachments such as pictures, PDF's, and the like are not allowed in this secure communication system.

LogIn credentials can be obtained directly from our office.

Each Rainey Day Doc staff member also has a non-secure traditional email. Communications sent via a company or personal e-mail are not considered secure and are not recorded in your medical record and are not kept for later reference.

Text communication between you and your provider is not considered a secure form of communication and the details of your exchange with your provider or staff member is not always recorded in your medical record or kept for later reference.

Signature: _____

Controlled Substance Policy

Chronic pain, Anxiety, Depression, Weight Loss, and Hormone Therapy as well as other conditions are often treated by using controlled substances.   It is the role of the primary care clinician to try and diagnose the cause of your medical condition and recommend life changes or treatments designed to help your condition. If you and your provider determine that a part or all of your treatment requires a medication that is currently labeled as a controlled substance or is changed by the FDA to a controlled substance in the future, regular appointments will be required to monitor how you are responding to your treatment and make adjustments if needed. Controlled substances will only be prescribed during a face-to-face visit with your provider. This will be done during a routine scheduled visit between you and your provider. By policy, Rainey Day Doc will not send in digital copies, faxed copies, or other communications with your pharmacy for a controlled substances. For further details regarding our controlled substance policy please review our complete substance prescription policy on our website at www.personalmd.net/forms.html.

Signature: _____

Privacy Policy (HIPAA)

Rainey Day Doc does not do billing to any insurance company. We will make every effort to keep your health information confidential. Please read this notice carefully. It concerns your individual, private healthcare information and how this information may be used and disclosed by this office. After reviewing this notice you will be asked to consent to the use of your information as described. A full copy of our privacy policy is available at our office, on our website, and in your registration packet. Please notify our office if you have any questions.

Signature: _____