



CUEVAS CENTER

For Arthritis & Fibromyalgia

Please note that Cuevas Center does not take insurance and Dr Cuevas is considered out of network. If you have Medicare or Medicaid, you must inform Dr Cuevas and sign a waiver in order to be treated.

VISIT POLICIES

Dr Cuevas offers new visits and return visits in person, by phone or by video. See website for updated information on prices for visits.

Please complete your paperwork as instructed by Dr Cuevas before each visit.

Be sure to list all medications and all allergies on your paperwork each time. (do not write "same," "no changes")

All fees must be paid at time of visit.

LATENESS or MISSED APPOINTMENTS

Patients are seen by appointment only. Dr Cuevas will make every effort to remain on schedule, and you are asked to be on time as well. Should you arrive late for your appointment, Dr Cuevas can see you for the remainder of the scheduled time. Because only one patient is scheduled in each time slot, if you miss your appointment, you will be charged the full fee and this must be paid before scheduling another appointment. Should you find that you need to cancel an upcoming appointment, we require a minimum notice of 48-hours or it will be considered a missed appointment.

Wait Time

Dr Cuevas respects all of her patients' time and strives every day to run on time for each appointment. Due to unpredictable nature of medical emergencies and the complexity of her patients' problems, you may on rare occasion, have to wait to be seen. Please understand that Dr Cuevas strives to give quality service to all her patients and will provide that same care and attention to you.

Lab and Test Results

All lab and test results will be given to you. If you have not heard from Dr Cuevas via follow up appointment, phone, or text, please contact the office. Never assume "no news is good news." Always be sure you have received your results. Some test results require an office visit or phone visit to review results.

Messages for Dr Cuevas

Office hours are Monday-Friday 8am-4pm. If you need to reach Dr Cuevas, please call or send messages during office hours. If you have an urgent needs after hours or on weekends, then Dr Cuevas can offer a televisit or phone visit (see website for cost)

When leaving a voice message, please say and spell your name and date of birth as well as the nature of your call. The more information Dr Cuevas has regarding your needs, the better she can respond. Please note that refills are given at appointments only. Be sure when scheduling your follow up that you have enough refills to last until your next appointment.

Any life threatening emergency (such as severe difficulty breathing, chest pain, unconsciousness, seizures, or severe head injury) should call 911 immediately and not use the messaging system as this could delay your treatment. If you are in severe pain, please go to the ER. In the unlikely event that your urgent message is not handled by Dr Cuevas within 30 minutes, please call your PCP and/or seek care at an urgent care center or ER as there may be some unplanned or unavoidable issue affecting Dr Cuevas'

availability.

On-Call

Regular office hours are 8am-4pm Monday - Friday.

In the event of a medical emergency, always call 911.

If you have an urgent issue (that is not an emergency) after hours, you may contact Dr Cuevas.

In the unlikely event Dr Cuevas does not respond within 30 min, there may be a problem with technology or an unavoidable situation limiting her immediate availability. In this case, Dr Cuevas strongly recommends you contact your Primary Care Physician or go to and urgent care center or the ER instead of continuing to wait on a reply.

Routine issues such as prescription refills, lab results, or appointments should be addressed during office hours, please!

Prescription Refills

All prescription refills will need to be done during a visit (either office visit, video visit or phone visit).

Please request refills at your regular appointments or make an appointment. There are many medications that require blood work monitoring. For your safety these cannot be refilled without the proper monitoring.

Controlled Substance Refills

Dr Cuevas is not a pain management physician and thus will not prescribe narcotics/opioids. If you need this type of pain medication, you will need to ask your PCP to prescribe these medications or ask your PCP for a referral to a pain clinic. Please note that Neurontin (Gabapentin) and Lyrica (Pregabalin) are now considered controlled drugs (schedule V). Dr Cuevas' policy is to refill these medications every 1-3 months during an office, phone or video visit only.

If you ever have a comment, concern, or question about patient policies, please do not hesitate to call or send a message to call Dr Cuevas at 615-673-4787.

Informed Consent for Telemedicine and Telephone Services

Introduction

Telemedicine involves the use of video communications and Telephone uses phones to enable health care providers to share medical information, for the purpose of improving patient care. The information may be used for diagnosis, therapy, follow-up and/or education, and may include any of the following:

- o Patient medical records
- o Medical images
- o Live two-way audio and video

Electronic systems used will incorporate network and software security protocols to protect the confidentiality of patient identification and imaging data and will include measures to safeguard the data and to ensure its integrity against intentional or unintentional corruption.

Expected Benefits:

- o Improved access to medical care by enabling a patient to remain in his/her remote site while the physician can obtain medical test results and consults to enable greater coverage of care.
- o More efficient medical evaluation and management.
- o Obtaining expertise of a distant physician.

Possible Risks:

As with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to:

- o In rare cases, information transmitted may not be sufficient (e.g. poor resolution of

images) to allow for appropriate medical decision making by the physician and consultant(s); Lack of physical exam limits assessments.

- o Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment.
- o In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.

Tips for a Successful Telemedicine Video Visit

- o Check your internet connection
- o Make sure your audio and video are working
- o Find a quiet, private location if possible
- o Check your lighting
- o Write down problems and questions ahead of time
- o Consider using a computer instead of your smart phone
- o Have easy access on your computer to any pictures or medical reports you want to share with the medical provider
- o Check your vital signs (weight, blood pressure, pulse)

Prior Authorizations

There are many drugs that require a PA (Prior Authorization) in order for your insurance to approve and pay for them. Completing PAs is a very time consuming process and unfortunately they are becoming more frequent and more cumbersome. Due to this, Dr Cuevas must block time in the schedule in order to complete a PA for you and a small fee will be charged for each PA completion. Most PAs are good for at least a year but your insurance company is the one that dictates when a PA is necessary. The fee for your PA is \$50. If prolonged work or appeals must be done, we will contact you with info on additional fees (if necessary)

Medications that typically require a PA include (but are not limited to):

- Biologic medications (Humira, Enbrel, Orenica, Taltz, Cosentyx, Xeljanz, Rinvoq)
- Hydroxychloroquine / Plaquenil (due to current shortage related to COVID 19).
- Pregabalin / Lyrica
- Celecoxib / Celebrex
- Lidoderm patches

We do our best to keep fees as low as possible. You will be sent an email invoice in order to pay the fee online, and then we will complete the PA within 48 hours of payment. Please provide email and signature below confirming your understanding and acceptance of this policy.

Forms

Please sign below acknowledging your understanding and acceptance of the following: All FMLA forms, physician letters, disability forms and/or FMLA forms require a fee or possibly an appointment to complete (depending on what is most appropriate). Forms can be faxed to 615-988-0008. Fees are dependent on complexity of form.

Consent for Messaging

Please list cell number and email (at end of form) and sign acknowledging permission to leave email, text and voice message reminders regarding appointments or other important messages.

Emergency Contact

Please provide the name and number of person you would like us to contact and share info with in case of emergency:

Name: _____

Relationship to you: _____

Phone number: _____

AGREEMENT: By signing below, I am acknowledging my willingness to participate in the treatment process. I further acknowledge that I have read, understand, and agree to all listed office policies including office visits required for refills, telephone/video consent, consent for messaging, fees for forms & PAs, and consent for contacting listed emergency contact.

Signature: _____ Date: _____

Printed name: _____

Cell Phone number (for messages): _____

Email Address (for messages and/or invoices): _____