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## STUDIO MD OFFICE POLICIES

Studio+MD will begin accepting patients in December of 2009. Patients will be considered a patient of the practice once they have read the following office and financial policies, signed the consent to treatment form, and paid the TANCS Fee. As this is a new practice, services cannot be provided until the above measures are completed. After the practice is deemed full, no further consents or TANCS Fees will be accepted. A wait list will be started, but you will need to find an alternative physician in the interim. *Patients of any practice may be seen for HALO Breast PAP appointments as this is a separate service offered by Studio+MD.*

### Access and Communication

There are two ways to communicate with me outside of office visits: email and telephone.

We use an email system that is secure and confidential. It is accessed through the Studio+MD website and requires entering a unique username and password. This is the preferred method for all communication with me outside of office visits. Emails are appropriate for questions regarding non-urgent medical advice, for new issues or follow-up from prior visits (including most test and study results), scheduling issues that cannot be handled by the online scheduler, and billing/insurance issues. Please sign into the Patient Portal on my website to use this service.

There is a general information email on the website ([info@mystudiomd.com](mailto:info@mystudiomd.com)) that is NOT secure and is intended for general nonhealth related questions from persons not currently members of the practice. The confidentiality of e-mail exchanges through [info@mystudiomd.com](mailto:info@mystudiomd.com) cannot be guaranteed. If your e-mail address is through your employer, your employer may own all e-mails sent to that address. If your e-mail 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").

The following subjects are **never** appropriate for electronic communication (general OR secure email):

- Any **urgent** medical problem or **emergency**
- Mental health issues
- Drug and alcohol problems
- HIV and other sexually transmitted diseases

After hours I will not be using an answering service. The office phone will be answered by a machine. You can chose to either leave a message in the general mailbox that will be checked in the morning, or for urgent matters you can chose to be connected to my cell phone. If I cannot answer my cell phone, please leave a message. If you leave me a message, I will respond by phone as soon as possible,

however, this being Chico with its so excellent cell coverage please call back if you have not heard from me within 20 minutes. When leaving a message, please leave your first and last name, a phone number at which you can be reached, and the purpose of your call.

**In case of any life-threatening emergency, do not call me!** Instead you should always call 911 or go to the closest hospital for any emergency.

Increased access to me is part of TANCS Benefits of being a patient at Studio+MD. Please keep in mind that although this communication is an integral part of your care, I may ask you to schedule an appointment to address an issue in more depth. Telephone and email is never a complete substitute for a physical exam or face-to-face counseling.

### **Scheduling Appointments**

By limiting the size of my practice, you can almost always schedule an appointment within 48 hours for new or follow-up issues. Annual/physical and gyn exams may require several days scheduling in advance.

Schedule your own appointment online: [info@mystudiomd.com](mailto:info@mystudiomd.com) or click the tab ***“Schedule an Appointment”*** on the practice website. Patients without internet access can have a close family member or friend schedule an appointment for them or can call the office to schedule. If you need to be seen and the online appointment schedule is full for the day, please call or send an email to contact me.

### **Walk-In Appointments**

I am not able to accommodate walk-in appointments. Generally, you will be able to schedule a same-day appointment online with as little as one-hour lead time. Again, if you need to be seen and the online appointment schedule is full for the day, please call or send email message to contact me.

### **Late or Missed Appointments / Cancellations**

From time to time, unforeseen circumstances can arise that may prevent you from keeping your appointment. To be fair to all concerned, if you are late for an appointment, I will see patients who have shown up for their appointments on time first, and then see you at an available opportunity. At times, if you are late for an appointment, you may need to reschedule.

Studio+MD /Dannielle Harwood,MD requires 24 hours notice for canceling a scheduled appointment. If appointments are cancelled less than 24 hours in advance or a patient does not show up for a scheduled visit, there will be \$25 fee applied to their bill. Four hours prior notice is required for appointments scheduled and canceled the same day. If you miss an appointment without prior notification 3 times or more, it is grounds for dismissal from the practice.

### **Vacations, Holidays and After Hours Call**

When I am out of the office, I will continue to monitor my online and voice messages regularly. For extended absences, I will provide the name and telephone number of a qualified physician and/or urgent care facility to be available for you in the event of an urgent need.

### **Prescription Refills**

If you need a refill from me for a prescription medication that you take on a daily or continuous basis, please contact the pharmacy first. They will either fill the prescription or contact my office to request an authorization. If the pharmacy cannot handle the request, you may request a refill directly from my practice website. If I have not seen you within the past year, I will fill one month worth of medication and require an office visit prior to further refills. If you need a refill for a prescription medication that you do not take regularly, I will probably need to see you first.

Please allow at least 24 hours for all prescription refill requests during the week and at least 72 hours on weekends and holidays.

### **Confidentiality and Its Limits**

Our discussions are strictly confidential and will not be shared with anyone without your express permission given in writing to me. There are, however, certain exceptions that you should know about:

- I must report suspected cases of child abuse both to the police and to the Child Protective Services Division of the Department of Public Social Services.
- I must report spousal abuse and elder abuse to the police.
- I may need to report you if I feel that you may be in imminent danger of harming yourself or others.
- I am obligated to attempt to warn and protect intended victims if I have reason to believe you are likely to inflict bodily harm on someone else.
- I may be ordered by a court of law to testify or to release medical records.

Please see my Notification of Privacy Practices on my website for complete details regarding patient confidentiality and your protected health information.

### **Confidentiality with Adolescent Minors**

As a specialist in Family Medicine, I see patients of all ages. Parents are often understandably curious and concerned about the treatment of their teenagers. It is my position that young people need to develop trust in their doctor and need some degree of security and privacy to do so. I encourage teenagers to share information about their health with their parents or guardians. However, there will be some things that your teenager would rather talk about with a doctor, nurse, or counselor. If your teenager receives the following services, I cannot legally give you information about these visits without permission from your son or daughter:

- The prevention or treatment of pregnancy or sexually transmitted diseases (STDs)
- The diagnosis and treatment of sexual and physical abuse
- Care and counseling for drug or alcohol problems