



## **REJUVENATIONMD 2024 POLICIES AND AUTHORIZATIONS**

### **Refund Policy**

We are sorry, but due to the nature of our services and products, there are no refunds and all sales, including deposits, are final. In lieu of a refund, store credit for unused services or an unopened product may be authorized. If you believe your situation warrants further consideration, please contact us to request a copy of our refund request policy. In no event will a refund be made for services received.

### **Forfeiture Policy**

In order to maximize the potential for optimal patient outcomes, patients need to complete their treatments in a timely manner. Subsequently, treatments, deposits, or credit not utilized within 12 months of purchase date will be forfeited.

### **Cancellation Policy**

We require a minimum of 2 business days' notice for all cancelled or rescheduled appointments. Patients who fail to cancel their appointment, or who cancel/reschedule within 2 business days of their appointment, will be charged a \$100 non-refundable fee. Repeated violations of this policy will result in forfeiture of the deposit to schedule or any pre-purchased treatment(s) for which the missed, cancelled, or rescheduled appointment was scheduled, and dismissal from the practice.

### **Children Accompaniment Policy**

Minors are always welcome for treatment when accompanied by a parent or with a prior signed consent form. Childcare services are not provided on site and out of respect for all our guests, we ask that children do not accompany you to a scheduled appointment.

### **Credit Card on File Agreement**

All patients are required to maintain a credit card on file which will be kept securely with our payment provider. This credit card will be used to pay for fees consistent with our Cancellation Policy, unpaid balances, and may only be used for regular transactions and payments in limited, non-routine circumstances. By signing this agreement, you authorize RejuvenationMD to keep your signature and credit card information securely on-file in your account. Further, you authorize RejuvenationMD to charge your credit card for any fees incurred from violation of the Cancellation Policy, unpaid balances, and for your treatment(s) and/or retail purchase(s) in limited, non-routine circumstances.

### **ACKNOWLEDGMENT/AUTHORIZATION:**

Patient Name (Please print): \_\_\_\_\_ Date \_\_\_\_\_

Patient Signature: \_\_\_\_\_



## HIPAA INFORMATION AND CONSENT FORM

The Health Insurance Portability and Accountability Act (HIPAA) provides safeguards to protect your privacy. Implementation of HIPAA requirements officially began on April 14, 2003. Many of the policies have been our practice for years. What this is all about: Specifically, there are rules and restrictions on who may see or be notified of your Protected Health Information (PHI). These restrictions do not include the normal interchange of information necessary to provide you with office services. HIPAA provides certain rights and protections to you as the patient. We balance these needs with our goal of providing you with quality professional service and care. Additional information is available from the U.S. Department of Health and Human Services: [www.hhs.gov](http://www.hhs.gov).

*We have adopted the following policies:*

1. Patient information will be kept confidential except as is necessary to provide services or to ensure that all administrative matters related to your care are handled appropriately. This specifically includes the sharing of information with other healthcare providers, laboratories, health insurance payers as is necessary and appropriate for your care. Patient files may be stored in open file racks and will not contain any coding which identifies a patient's condition or information which is not already a matter of public record. The normal course of providing care means that such records may be left, at least temporarily, in administrative areas such as the front office, examination room, etc. Those records will not be available to persons other than office staff. You agree to the normal procedures utilized within the office for the handling of charts, patient records, PHI and other documents or information.
2. It is the policy of this office to remind patients of their appointments. We may do this by telephone, text, e-mail, U.S mail, or by any means convenient for the practice and/or as requested by you. We may send you other communications informing you of changes to office policy and new technology that you might find valuable or informative.
3. The practice utilizes several vendors in the conduct of business. These vendors may have access to PHI but must agree to abide by the confidentiality rules of HIPAA.
4. You understand and agree to inspections of the office and review of documents which may include PHI by government agencies or insurance payers in normal performance of their duties.
5. You agree to bring any concerns or complaints regarding privacy to the attention of the office manager or the doctor.
6. We agree to provide patients with access to their records in accordance with state and federal laws.
7. We may change, add, delete, or modify any of these provisions to better serve the needs of the both the practice and the patient.
8. You have the right to request restrictions in the use of your protected health information and to request change in certain policies used within the office concerning your PHI. However, we are not obligated to alter internal policies to conform to your request.

I do hereby consent and acknowledge my agreement to the terms set forth in the HIPAA Information Form and any subsequent changes if office policy. I understand that this consent shall remain in force from this time forward. I certify that I am a competent adult of at least 18 years of age and that I am not currently on any mood altering or antidepressant medications that may affect my understanding of this paperwork. This consent form is freely and voluntarily executed and shall be binding upon my spouse, relatives, legal representatives, heirs, administrators, successors, and assigns.

### ACKNOWLEDGMENT:

Patient Name (Please print): \_\_\_\_\_ Date: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

**Risks of using email**

For the ease of our patients, our office would like to offer the opportunity to communicate by email. Transmitting patient information poses several risks and the patient should not agree to communicate with RejuvenationMD, PLLC (RMD) via email without understanding and accepting these risks.

The risks include, but are not limited to, the following:

- The privacy and security of email communication cannot be guaranteed.
- Email senders can misaddress, resulting in it being sent to many unintended recipients.
- Employers/online services may have a legal right to inspect and keep emails that pass through their system.
- Even after deletion of the email, back-up copies may exist on a computer.
- Email is easier to falsify than signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email.
- Emails can introduce viruses, generally damage, or disrupt the computer.
- Email can be used as evidence in court.

**Conditions of using email**

Our office will use reasonable means to protect the security and confidentiality of email information sent and received, however, we cannot guarantee the security of email communication. Thus, patients must consent to the use of email for patient information, communication, and appointment reminders.

Consent to use email includes agreement with the following conditions:

- Emails to or from the patient concerning treatment may be printed in full and made part of the patient's medical record. Because they are part of the medical record, authorized individuals will have access the medical record/email (e.g. billing staff).
- Our office will send you appointment reminders by email.
- Our office may forward emails internally to those involved, as necessary, for healthcare operations and other handling. RMD will not forward emails to independent third parties without the patient's prior written consent, except as authorized or required by law.
- Although our office will endeavor to read and respond promptly to all emails from the patient, it is not guaranteed that any email will be read and responded to within any period of time. The patient should not use email for medical emergencies or other time sensitive matters.
- If the patient's email invites a response from RMD and a response is not received within a reasonable time period, it is the patient's responsibility to follow up.
- Please detail any information that you would not like to be communicated over email (this can be modified at any time by notifying RMD in writing):

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- RMD is not responsible for information loss due to technical failures associated with the patient's email software or internet service provider.

**Instructions for communication by email**

To communicate by email, the patient shall:

- Inform RMD of any changes in the email address body.
- Take precautions to preserve the confidentiality of emails, such as using screen savers and safeguarding computer passwords.
- Should the patient require immediate assistance or have serious or worsening condition, the patient should not rely on email. Instead, the patient should call RMD, their primary care provider or proceed to the ER.

**Patient acknowledgment and agreement**

I acknowledge that I have read and fully understand both pages of this consent form and had my questions answered. I understand the risks associated with the communication of email between the office and me, and consent to the conditions outlined herein, as well as any other instructions that the office may impose to communicate with patients by email. I acknowledge that I may revoke this consent at any time by written request. I acknowledge RejuvenationMD, PLLC has the right to, upon the provision of written notice, withdraw the option of communicating with me through email. By signing the below, I also acknowledge that I have the choice to revive communications via other more secure means such as by telephone. By signing below, I agree to hold RejuvenationMD, PLLC harmless for unauthorized use, disclosure or access of your protected health information sent to the email address I provide.

**Patient Name (Please print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Patient Signature:** \_\_\_\_\_



## Marketing Authorization Form

### About RejuvenationMD's Marketing Authorization Form

RejuvenationMD, PLLC (RMD) must ask for your permission to send to you via email, text message or regular mail information regarding our practice such as products we sell, promotions we have or any services the practice offers (i.e. office promotions that include Botox events and/or special discounts). Our office DOES NOT sell our patients' names or other personal information.

### **Authorization**

By signing this authorization, I hereby authorize (RMD) and its Business Associates to send me marketing material and information by way of email, mail and text message.

I understand that this authorization is voluntary and that my ability to receive services by and from RMD is not conditioned on the signing of this authorization.

I understand that this authorization is effective until revoked in writing. Further, I understand that I may revoke this authorization at any time, except to the extent that RMD has relied on this authorization, by sending a written statement of revocation that specifically refers to this authorization to (revocation will be effective upon receipt):

**RejuvenationMD, PLLC**

**Attn: Marketing**

**325 E. George Hopper Rd. Suite, 101**

**Burlington, WA 98233**

### **ACKNOWLEDGMENT/AUTHORIZATION:**

**Patient Name (Please print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Patient Signature:** \_\_\_\_\_