MDVIP-AI Office Policies

OFFICE POLICIES

MEDICAL SERVICES PROVIDED BY MDVIP-AI

MDVIP-AI is a "Concierge" Primary Care Clinic. MDVIP-AI is unique in San Antonio as we use tools such as AI to formulate Preventive Health/Care plans and select treatments for identified medical conditions. AI-generated information does not replace Physician medical decision-making, but can help validated and optimize planned interventions. Also unique to MDVIP-AI is the integration of personal genetics into Preventive care. Currently, most physician use family history and lab work to formulate Preventive Health plans. Genetics can be used to greatly increase the predictability of disease development and "fine tune" Preventive health strategies to an individual's true needs. All participants in the MDVIP-AI program are encourage to learn the DNA codes for every gene in their bodies with Whole Genome Sequencing (WGS) *now accessible to everyone for about $400. In addition, WGS provides valuable information concerning how an individual metabolizes drugs, allowing for more accurate dosing, and pharmacogenomic information can significantly reduce the risks for adverse drug events.

Everyone Need's a Primary Care Physician:

MDVIP-AI can act as a stand-alone Primary Care practice or become an active collaborator with your "traditional" PCP. The partnership that we can establish with your current Primary Care Physician is key for providing you with optimal medical care.

Appointment Scheduling

Appointments will be scheduled during our business hours only. Office hours and planned vacations are published on-line at www.MDVIP.ai. **We expect you to arrive 15 minutes before your scheduled appointment so that you can complete any required paperwork (You should expect traffic problems into the Stone Oak area).** To serve you in a timely manner you must arrive on-time for your scheduled appointment. If you arrive more than 15 minutes after your scheduled time, you would technically be 30 minutes late for your appointment; if you were seen this late, we would typically not be able to see the patients who follow you in their scheduled time slots. **To prevent other scheduled patients from being inappropriately inconvenienced, Patients who arrive > 15 minutes after their appointment time will be re-scheduled.* To expedite your check-in, all required "New Patient" documents are available on-line at *www.MDVIP.ai* **and these should be completed at home.**

*Due to the small size of our Exam Rooms, the San Antonio Fire Safety Office, has determined that the maximal occupancy is 3 persons (Optimally the patient, the Physician, and no more than 1 support person)

Appointment Cancellations

To avoid our "**no-show fee**", ***you must cancel any appointment at least 24-hours in advance.*** Although you are not charged for your first two "no-shows", (unless you booked more than 1 family member), **before you will be allowed to re-schedule a third appointment, you must leave a credit card number and agree to a prior authorization debit of $65.00 (if needed).** Just like a deposit made on a hotel room, if you fail to use our services as you scheduled without a 24-hour prior notification, *regardless of the reason,* you will be charged a "no-show" fee. We reserve the right to terminate our doctor-patient relationship with anyone who is abusing appointments (> 3 no-shows or last-minute cancellations).

Prescription Refills

If you have been seen by us within the prior 12 months, you are typically authorized 11 refills (but not for steroids). For example, if you were seen 6-months ago, we can provide you with an additional 6-months supply of medications, but you will be expected to schedule a follow up appointment within the following 6 months. ***Call for refills well before you run out.*** Refills can be requested only during our open office hours. Refills will typically be called-in or faxed into the pharmacy within 24hrs. of a request, but not on weekends or after-hours.

Phone Calls Requesting to Speak With Your Doctor

All MDVIP-AI patients will be given the personal cell phone number of your physician. During office hours, you should text your physician to avoid interrupting scheduled patient care. Phone calls to patients to discuss labs or others testing will typically be made at the end of each day (4:30-7pm). After hours, you are encourage to call your physician directly. About half of the phone calls made to patients are not answered. If you make a request for your Physician to speak with you, but fail to answer your phone when they call, you should expect a response following day. When you test or leave a VM message, please identify the patient's name, their birthday and provide all phone numbers where you can be reached. *To provide you with medications, we will need your preferred **pharmacy phone number.** ***If your personal voicemail greeting does not state your name, we cannot leave any medically-related information for you on your voice mail.***

Do not call expecting your doctor to treat a new medical problem over the phone. Any symptoms that arise more than 2 weeks after a prior office visit, are commonly not related to prior issue. In this situation, a new medical problems often require an in-office visit for evaluation. Paying a "Concierge" fee does not mean that your doctor will call you in an antibiotic whenever you get a "cold". If you have new respiratory symptoms, such as a runny nose or cough, you will be asked for the result of your "home" COVID/Influenza test test (available from any Pharmacy for about $20.00). *please do this testing before contacting us. Many times is not possible for us to accurately assess you without the ability to perform a physical exam. "Telephone Medicine" can be an unsafe practice that puts you at a high risk for misdiagnosis and sub-optimal treatment.

Financial Policy

Your "concierge fee" pays for your annual "executive-level" physical exam that includes a yearly EKG and PFT lung testing *services not typically covered by medical insurance. Your fee also provides for 6 hours of genetic consultation, extended appointment times when needed, and "enhanced" or expedition access to medical care provided by Dr. Michael Vaughn. Dr. Vaughn is contracted with most regional and national Non-HMO insurance plans and Medicare. Routine medical care that is "non-concierge" related and covered by your insurance will be billed to your insurance. If you have routine "non-concierge" office visits, you may be required to pay Medical Insurance co-payments. *All physicians who participate with Medical Insurance Companies are contractually obligated to collect these fees. **It is your responsibility to understand your insurance benefits and the costs for your medical care; our staff cannot determine your benefits but will provide you with a list of our typical charges**. If you have a large annual deductible that has not been met, it may be wise to consider taking advantage of our "cash pay" discount (40% off of our usual "non-concierge" charges). This opportunity may be financially beneficial you if you typically never reach your yearly deductible or if you are uninsured. You are responsible for any cost of testing you request or authorize us to perform. **You have the right to refuse any testing we think is medically necessary and to seek a second medical opinion.**

Radiology & Laboratory Services * We do not draw blood or perform X-rays at our office.

If your insurance company has negotiated discounts with a specific Pharmacy, Lab Service or Radiology Facilities, it is your responsibility to notify us of this situation. If you are uncertain of your benefits, you should contact your insurance provider's customer services for this information before obtaining any potentially high cost "outside" services such as Labs or CAT scans. As an established patient, you will have access to our discounted lab service prices for "out of pocket" testing that is not covered by your insurance.

Periodic Evaluations of Our Medical Care

As a way of improving our services, we periodically review the outcomes of our medical care. When we monitor our clinical effectiveness, we may choose to share these results with other physicians by presenting this information at Medical Meetings, or publishing this information in Medical Journals. If your medical information is used for this purpose, no specific identifying information about you would ever be released. We do not participate in paid medical or pharmaceutical studies.

Vacation / Office Closure Policy:

Our office closure dates are published each January for the upcoming year on-line at www.MDVIP.ai When our office is closed, please address all medically-related issues to your other PCP or seek urgent care evaluations ***we do not take patient calls while we are on vacation***. Lab reports that arrive at our office while we are on vacation will be discussed with you after our return. In our absence, if necessary, your "traditional" PCP can typically request a copy of these labs (from the Testing Centers). If you do not have a "traditional" PCP, for any urgent care issues, we recommend CVS "Minute Clinics". Any serious or potentially life-threatening conditions such as asthma flares or anaphylaxis should be seen in a true Emergency Room.

Consent for Medical Treatment Under Texas Law and Patient rights:

AGREEMENT AS TO GOVERNING LAW AND FORUM: The patient (including the patient's representative, heirs or beneficiaries) and the health care providers at MDVIP-AI rendering or providing medical care or professional services directly related to the health care of the patient agree:

1) That all health care rendered shall be governed exclusively and only by Texas Law and in no event shall the law of any other state apply to any health care rendered to patient; and

2) In the event of a dispute, any lawsuit, action, or cause of which in any way relates to health care provided to the patient shall only be brought in a Texas Court in the county / district (Bexar) where all or substantially all, of the health care was provided or rendered and under no circumstance will any lawsuit, legal action, ever be brought in any other state.

3) A patient has a right to request a notation be added to their Medical Record concerning any content they believe is incorrect however, if the Medical provider does not believe and error occurred, both comments will be retained in the medical record with a dated explanation of any addended comments.

4) A patient has the right to request Medical Information be transmitted to them by: mail or fax, but not by e-mail. All Medical records, other than those related to billing, are available through the patient portal.

General Complaints: The Physicians and Staff at MDVIP-AI continually strive to improve the quality of the medical care we provide. Constructive criticism is always welcome and should be addressed *in writing* to the owner of MDVIP-AI: Dr. Adrianne Vaughn, 115 Gallery Circle, #200, SATX, 78258.

Complaints concerning billing issues are typically addressed by our Billing Staff (AIM Services) *Communications with AIM are made through Adrienne Thomas (office manager). Many commonly encountered problems are resolved by first communicate directly with your Medical Insurance Provider who can clearly explain the issue and any needed remedy.

The Texas Medical Board licenses and monitors the practice of Medicine by Physicians and other Physician-supervised mid-level medical providers (PAs and NPs); but not nurses, medical assistants, or clerical staff.

NOTICE CONCERNING COMPLAINTS: Dr. Michael Vaughn acts as an Independent Contractor for Dr. Adrianne Vaughn and therefore maintains their rights to independent medical decision making. Complaints concerning the care you receive from any Physician at MDVIP-AI, may be reported for investigation at the following address: Texas Medical Board, Attention: Investigations 333 Guadalupe, Tower 3, Suite 610 P.O. Box 2018, MC-263 Austin, Texas 78768-2018. Assistance in filing a complaint is available by calling: 1-800-201-9353

*For more information, please visit their website at *www.tmb.state.tx.us*

I have read and understand all information provided on the prior 3 pages. I understand my need for a "traditional" PCP if I have HMO insurance to provide me with medication prior authorizations and "in-network" referrals. I consent to the Medical Care that will be provided to me by MDVIP-AI and associated Physicians and Staff, and I accept and agree to abide by their office policies.

Patient Name: _____ **Date** _____

Responsible Adult: _____ **Phone #** _____

Signature of Patient or Responsible Adult: _____