Practice Policies

*Confidentiality:*

Privacy is important for patients seeking treatments and Dr. Zorica FIlipovic-Jewell strongly protects this right. However, there are exceptions to confidentiality (please see the HIPAA notice for more detail explanation and exceptions).

Please note that if you choose to request reimbursement from your insurance, your medical information will be shared with your insurance company. At minimum, insurance companies require the type of service provided and diagnosis codes.

*Nondiscrimination:*

Dr. Zorica Filipovic-Jewell appreciates the diversity of human beings. Equal care will be provided to all patients, regardless of age, race, ethnicity, religion, ability, marital status, sexual orientation, gender identity or gender expression.

*Patient record:*

You may authorize release of your medical record in writing to entities you designate. Please see the HIPAA notice for more detail explanation.

*Communication:*

The best way to contact Dr. Zorica Filipovic-Jewell is by telephone, calling 917-868-9045. Voice messages will be checked once or twice every 24 hours. Dr. Filipovic-Jewell will make every effort to return your phone call within 24-48 hours. Calls left on Friday will be processed Monday.

Email is for general inquiries only and to set up or reschedule appointments. I can be reached at [dr.filipovicjewell@gmail.com](mailto:dr.filipovicjewell@gmail.com). Emails should not be used to discuss your specific medical situation. Emails will be checked once or twice a day. If you have a specific medically related question, please contact Dr. Filipovic-Jewell directly by calling 917-868-9045.

In the event of an emergency, please go to the nearest hospital or call 911 for assistance. Once you are receiving emergency assistance, then please notify Dr. Filipovic-Jewell by telephone.

Dr. Filipovic-Jewell does not communicate through social media. If you see Dr. Filipovic-Jewell in public, she will not acknowledge you unless you acknowledge her first. This is the signal that she can greet you. This is to protect your privacy.

*Appointments:*

Please note that an intake appointment is always 60min long. Follow ups can range from 30min to 60min.

Cancellation of appointments require at least 24-hour notice. Cancellations in less than 24 hours prior to appointment time or missed appointments (unless in case of a real emergency) will result in a full session rate charge.

*Prescription refill:*

In general, refills are provided depending on the frequency of monitoring needed. Controlled substances will not be refilled without an office visit.

*Payment:*

Dr. Zorica Filipovic-Jewell does not accept health insurance, but she will provide you with an invoice that you can submit to your insurance for reimbursement, if you have out-of-network coverage.

Accepted methods of payments are cash, all major credit and debit cards, check (payable to Zorica FIlipovic-Jewell, MD).

*Agreement :*

I have read the above practice policies and have had the opportunity to have questions addressed. I consent to evaluation and treatment by Zorica Filipovic-Jewell, MD, PLLC and agree to be responsible financially for the service rendered.

Name of Patient or Personal Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Patient of Personal Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to Patient: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_