

# Patient Builders

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*Inc.*

## RULES & POLICIES

### TRANSMITTING APPOINTMENT TO YOU:

We will transmit nightly via fax new appointments that have been set listed on our "DAILY APPOINTMENT UPDATE" (EXAMPLE #1 ATTACHED). Please log them into your appointment schedule. We will call your office with all appointments set on a day for later that same day. Add these "today for today" appointments to your schedule and to the bottom of your "DAILY APPOINTMENT STATUS REPORT" (EXAMPLE #2 ATTACHED). On the "DAILY APPOINTMENT UPDATE" For each patient we will give you the day, date, time of appointment, name and qualifications for the appointment. Review this information and pass it along to the doctor. **YOU MUST ENSURE THAT YOUR FAX MACHINE IS LEFT ON AND READY TO RECEIVE OUR FAX EVERY NIGHT, MONDAY THROUGH SUNDAY.** Appointments not received due to fax or phone problems are still your responsibility to honor and pay for. Occasionally a Patient Builders patient will bring someone with them who also wants the free services; or give their appointment to someone else. Further, someone may walk in with (or without) a canned food item or call you directly for an appointment. Whenever a show-up in your office is a result of our efforts, notify us and add them to the "DAILY APPOINTMENT STATUS REPORT" as a show-up.

### REPORTING RESULTS TO US:

You will be faxed a listing of all appointments scheduled each day via the "DAILY APPOINTMENT STATUS REPORT" (Example #2 attached). 15 minutes after your last scheduled PATIENT BUILDERS patient you will fax the completed "DAILY APPOINTMENT STATUS REPORT". For each scheduled appointment you must check the appropriate box indicating the outcome of the appointment (show, no show, cancel or reschedule with the date and time of the reschedule indicated), and any comments that might assist us. All materials can be faxed to us at **(480) 756-9365**. A 15-minute grace period must be allowed to all patients scheduled. Please do not leave your office any sooner than 15 minutes after the patient is due to arrive. You will be charged for someone who arrives late (within 15 minutes of the scheduled time) even if you are not there to service him or her. For example if you have an 11:30 a.m. appointment scheduled before lunch, they can be considered a no show if they haven't arrived by 11:46 a.m. A PATIENT BUILDERS patient should always be seen, no matter how late or early they arrive during patient hours provided to PB. Any willful falsification of a patient's status will result in a double charge (i.e. a patient that shows and is reported as a no show, Medicare patient reported as turned away, etc.). All Reports must be received by 8:00 pm MST to avoid a late report charge as defined in Addendum NP and/or RP.

PATIENTS SCHEDULED BY PATIENT BUILDERS MAY HAVE LOCATED YOUR NUMBER AND CALL YOUR CLINIC DIRECTLY TO CANCEL OR RESCHEDULE. ALWAYS ATTEMPT TO GIVE THEM OUR NUMBER (888) 839-9370 AND LET THEM KNOW THAT FIRST TIME APPOINTMENTS ARE SCHEDULED THROUGH THIS NUMBER. IF THEY RESIST AND YOU HAVE TO TAKE THEIR CANCEL OR RESCHEDULE, YOU MUST CALL OUR OFFICE IMMEDIATELY FOLLOWING YOUR CONVERSATION WITH THEM. CALL PATIENT BUILDERS IMMEDIATELY AT (480) 756-9377 TO AVOID OUR STANDARD REMINDER CALLS BEING GIVEN TO THE PATIENT AFTER THEY'VE CANCELED OR RE-SET. LEAVE A MESSAGE IF NO LIVE CONTACT CAN BE MADE.

**INFORMING US OF SCHEDULE CHANGES:**

You must fax a completed PATIENT BUILDERS CLIENT INFORMATION UPDATE FORM (Example Attached), any time that you must block off a time slot that we are working to fill. YOU MUST DO EVERYTHING POSSIBLE TO ENSURE THAT WE ALWAYS HAVE AT LEAST ONE WEEK'S NOTICE. This will enable us to block out that time slot(s) and avoid overbooking. **Times, which are already filled with a PATIENT BUILDERS appointment, may NOT be blocked off.** Remember that we only get paid when people come in your office. If you block a time that has been filled, we will invoice for the scheduled patient(s) to cover the costs associated with our efforts. NO VERBAL SCHEDULE CHANGES WILL BE TAKEN. A BLOCK OFF IS NOT IN EFFECT UNTIL YOU RECEIVE IT BACK SIGNED.

Requesting a copy of your PATIENT BUILDERS schedule grid, marking it with the changes and faxing it to us requesting the amendments make permanent schedule changes. We will fax back to you a copy of your new working schedule.

**Cancellation Policy:**

In the unlikely event you discontinue use of the service, all scripts, materials and methodologies remain the sole property of PATIENT BUILDERS. You agree not to use any of these items, and to return any copies of these proprietary items to PATIENT BUILDERS. **We require two weeks notice so that we may schedule anyone who was promised an appointment to (a call back) or reschedule anyone who still has an interest in coming to your clinic. You must honor and pay for all that are scheduled and show up during this two-week period.** We will stop all new calling upon your WRITTEN request.

*Addendum RP Page 2 of 2*