

LUXE CONCIERGE NURSING, LLC OFFICE POLICIES

Thank you for choosing Luxe Concierge Nursing, LLC (“LCN”) as your provider. To serve our patients in the best possible way, we have developed certain policies that are necessary for all LCN patients.

Office Hours: Monday – Thursday, 9am to 4pm.

Missed, Late Cancel or Late Appointments: We have reserved your scheduled appointment time for you and ask that if you need to **cancel** you give us **2 weeks advance notice**. If you miss your appointment or cancel with less than 2 weeks notice, your payment is **non-refundable**. All deposits are **non-refundable**. Your payment will be returned for emergency situations.

Inclement Weather: For all of our safety and yours, we will likely reschedule your appointment on days of inclement weather. Please call the office to see if we are open prior.

Telephone: We are more than happy to have a brief phone conversation to answer your questions. Please call our office line at 971-330-2451.

Email: We do not advise email as a method of communication. If you choose to email LCN, please know that email is only intended for non-emergent and brief questions and to clarify treatment plans. Your provider will typically respond within 1-2 business days.

Electronic Portal: The portal system is the preferred avenue for correspondence, messaging, accessing the patient medical record, updating and filling out paperwork and scheduling appointments. The portal and the electronic health record are both designed with security in mind and are HIPAA compliant. We advise you to understand, though, that no system is 100% secure.

Active/Inactive Patients: Patients are considered active if they have been seen within one calendar year. After that, their status becomes inactive. Inactive patients will have to re-register as new patients as well as have a medical appointment to regain “active” status.

Emergency Care: We do provide after-hours care and treatment. You may contact us for after-hours treatment by calling 971-330-2451. **However, if you are concerned that you may be experiencing a medical emergency, please call 911.** If you are not experiencing a medical emergency, you may leave a voice message on our office phone or message us through our portal system and we will strive to get back to you.

Patient Provider Relationship: LCN reserves the right to terminate the provider patient relationship for reasons including, but not limited to: patient noncompliance, frequently missed or cancelled appointments, behavioral issues and non-payment of bills. LCN will use its best judgment in terminating a patient relationship and will communicate with the patient regarding the reasons for termination.

Right to Refuse Treatment: LCN reserves the right to refuse treatment to any patient for any reason.

I have read and understand the LCN Office Policies. By signing this form, you are agreeing to the LCN Office and Financial Policies.

Printed Name of Patient/Responsible Party: _____

Signature of Patient/Responsible Party: _____

Date Signed: _____