



## COMPASSIONATE KIDNEY CARE INC.

7351 W. Oakland Park Blvd Suite 105 | Lauderhill, FL 33319-7107 | Phone: 954-908-5992

# NOTICE OF OFFICE PRACTICE POLICY

*This notice describes how medical information about you may be used and disclosed and how you can get access to this information.*

### PLEASE REVIEW THIS NOTICE CAREFULLY

At Compassionate Kidney Care Inc., we are committed to providing compassionate, high-quality nephrology care while maintaining the privacy and security of your health information. The following policies are designed to help ensure safe, efficient, and respectful care for all patients.

This Office Policy document supplements our separate Notice of Privacy Practices, which describes how your protected health information (PHI) may be used and disclosed under HIPAA and other applicable laws. Please review both documents carefully.

### SECTION 1: NO-SHOW/CANCELLATION POLICY

We respectfully request at least 48 hours notice for appointment cancellations or rescheduling.

Appointments canceled with less than 48 hours notice, or missed appointments (“no-shows”), may be subject to a **cancellation fee of \$25**.

Repeated missed appointments may interfere with the provider’s ability to safely manage your care and may result in **dismissal from the practice**.

Patients who fail to appear for scheduled appointments on three separate occasions without appropriate notice may be discharged from the practice following written notification.

### SECTION 2: AUTO-DISMISSAL AFTER 3 NO-SHOWS

Patients who fail to appear for scheduled appointments on **three separate occasions without** providing 48-hour advance **notice will be subject to dismissal from the practice**. Prior to dismissal, the patient will receive written notification by certified mail and/or through the patient portal. Dismissal from the practice does not affect emergency care. Patients will be provided with 30 days of continued care and assistance in finding a new provider.

### SECTION 3: LAB RESULTS - REVIEW POLICY

Labs are typically ordered 1–2 weeks prior to your scheduled appointment. If labs have not been completed, the appointment will need to be rescheduled. Laboratory results, diagnostic tests, and imaging reports are intended to be reviewed by your provider in the context of your overall clinical condition and treatment plan. In most cases, **results will be communicated during a scheduled office visit** with your provider. Our practice does not routinely provide detailed interpretation of laboratory results by phone, email, or portal messaging, as this may not allow for a complete or accurate clinical assessment. This policy ensures that all results are properly contextualized and that you receive appropriate clinical guidance.

If results are significantly abnormal or require urgent medical attention, our office will make reasonable efforts to contact you directly.

Not all results will receive separate notification if they are within expected or stable ranges.

If you receive notification that results are available in your patient portal, please schedule an office visit to review them with your provider.

If you miss or cancel your appointment, you are responsible for rescheduling to review your results and ongoing care plan.

### SECTION 4: PHONE COMMUNICATION POLICY

Compassionate Kidney Care uses a HIPAA-compliant cloud communications platform for all office phone communications. Our phone system vendor has signed a Business Associate Agreement (BAA) with our practice ensuring that all voice, voicemail, and related communications containing PHI are handled in accordance with HIPAA requirements.

Please be aware of the following regarding phone communications with our office:

- Our office receives a high volume of incoming calls, including a significant number of spam and automated calls. As a result, we are unable to return calls to numbers that did not leave a voicemail message.

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- To ensure a timely callback, please leave a detailed voicemail including your full name, date of birth, callback number, and the reason for your call.
- Callbacks are made during regular business hours. If your concern is urgent or cannot wait for a callback, please go to your nearest emergency room or call 911.
- For non-urgent matters such as appointment scheduling, prescription refill requests, and general questions, we encourage you to use the Elation patient portal, which is monitored during business hours.
- Compassionate Kidney Care Inc. may utilize HIPAA-compliant automated communication and artificial intelligence (AI)-assisted systems to help manage certain administrative and patient communication functions. These systems may assist with appointment scheduling, appointment confirmations, cancellations, rescheduling, reminders, intake coordination, routing messages, and other administrative workflows. These systems are used to support administrative and operational functions and do not replace direct medical evaluation or physician decision-making.
- Additional communication capabilities and automation features may be implemented over time as our practice continues to improve patient access, efficiency, and coordination of care.
- Compassionate Kidney Care Inc. is an outpatient specialty practice and is not equipped to manage medical emergencies.

If you are experiencing chest pain, severe shortness of breath, severe weakness, stroke symptoms, uncontrolled bleeding, suicidal thoughts, or any other medical emergency, call 911 or go to the nearest emergency room immediately.

By signing this Notice, you acknowledge that you have been informed of this phone communication policy and understand that calls without voicemails will not receive a callback.

### SECTION 5: ELECTRONIC COMMUNICATIONS — EMAIL POLICY

The primary means of secure electronic communication between Compassionate Kidney Care Inc. and our patients is through the Elation Health patient portal, which provides HIPAA-compliant encrypted messaging for non-urgent communications including appointment scheduling, prescription refill requests, test result review, general questions, appointment reminders, and educational materials.

All information submitted through the portal, including messages and forms, may become part of your permanent medical record. Portal and email communications are reviewed during normal business hours only, are not monitored continuously, and are not appropriate for urgent or emergency communications. Please allow approximately 2–3 business days for non-urgent responses. For urgent medical concerns, call our office at 954-908-5992, call 911, or go to the nearest emergency room.

Email communication outside of the patient portal is available only at the patient's written request. While our practice utilizes encrypted and industry-standard security measures, email communications may still carry inherent privacy and security risks depending on the recipient's email environment and device security. By requesting email communication, you acknowledge and accept these risks. You may opt out of electronic communications at any time by notifying our office in writing.

Elation Health is a Business Associate of our practice and has signed a Business Associate Agreement (BAA) requiring protection of your protected health information (PHI) in accordance with HIPAA.

### SECTION 6: RESPECTFUL CONDUCT

I have read and understand the office policies of Compassionate Kidney Care, Inc. I agree to treat all staff, providers, and fellow patients with respect and courtesy. I understand that threatening, abusive, or disruptive behavior toward any staff member or patient will not be tolerated and may result in dismissal from the practice.

### SECTION 7: PRESCRIPTION REFILL POLICY

Prescription refills require an active patient relationship with Compassionate Kidney Care, Inc. Many medications prescribed by our providers require ongoing monitoring for effectiveness, side effects, and dosage adjustments

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via lab monitoring which is best evaluated during a scheduled office visit. For this reason, refill requests may require a recent AND/OR upcoming office visit prior to being processed.

Refill requests must be submitted through the Elation Health patient portal and require a minimum of 72 hours processing time. Refill requests received after-hours, on weekends, or on holidays may not be processed until the next business day.

Patients are responsible for keeping scheduled follow-up appointments and completing requested laboratory work to ensure safe medication management.

### SECTION 8: AFTER-HOURS & EMERGENCY POLICY

Compassionate Kidney Care, Inc. does not provide after-hours on-call coverage. If you experience a medical emergency or have an urgent concern outside of regular business hours, please call 911 or go to your nearest emergency room immediately. Do not wait for a callback from our office in the event of an emergency.

### SECTION 9: PHOTOGRAPHY & RECORDING POLICY

Photography, audio recording, and video recording of staff, providers, or the premises of Compassionate Kidney Care, Inc. is strictly prohibited without prior written consent from the practice. This policy is in place to protect the privacy, dignity, and safety of our staff, providers, and fellow patients. Violation of this policy may result in dismissal from the practice.

### SECTION 10: TELEMEDICINE

I consent to receive medical services via telemedicine technology, including video and audio communication. I understand and acknowledge the following:

- \* Telemedicine involves electronic communications that enable my provider to evaluate and treat me remotely, without an in-person examination.
- \* While telemedicine is a convenient and effective tool for many types of visits, it has inherent limitations. A physical examination cannot be fully replicated through a screen, and there may be findings or conditions that can only be detected in person. In some cases, relying solely on a telemedicine visit without an in-person evaluation could delay the identification of a serious condition. If my provider believes an in-person visit is necessary, I understand I may be asked to come in.
- \* Telemedicine visits will be documented in my medical record.
- \* Technical difficulties may interrupt or prevent completion of the session.
- \* Please be aware that not all insurance plans cover telemedicine visits. Coverage and reimbursement vary by insurance carrier and plan. If your insurance does not cover the telemedicine visit, you will be financially responsible for the full cost of the visit. We recommend contacting your insurance provider prior to your telemedicine appointment to verify coverage.

I have the right to withdraw this consent at any time without affecting my right to future care, whether in-person or via telemedicine.

### SECTION 11: AI LIMITATIONS DISCLOSURE & AUDIO/VIDEO RECORDING DURING VISITS

Artificial intelligence (AI) tools may be used to assist with clinical documentation, transcription, administrative workflows, care coordination, quality improvement, and clinical support functions. Audio from telehealth or in-person visits may be captured and processed using HIPAA-compliant transcription, documentation, or AI-assisted clinical note generation systems as part of routine healthcare operations.

AI tools are used to support — not replace — physician judgment. All clinical decisions and medical documentation are reviewed and approved by your provider, and Compassionate Kidney Care Inc. maintains full clinical and legal responsibility for the care you receive.

Patients will be informed when transcription or recording technologies are being utilized during their visit and may request that such technologies not be utilized during the encounter. Declining the use of these technologies will not affect the patient's access to care.

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Any recordings or recordings-derived content used for purposes outside of routine clinical documentation or healthcare operations — including educational, marketing, or training purposes — will require separate patient authorization unless otherwise permitted by law.

### SECTION 12: EDUCATIONAL COMMUNICATION AUTHORIZATION

- Compassionate Kidney Care Inc. may offer patients the opportunity to receive educational content, wellness information, newsletters, videos, publications, or communications associated with Dr. Jones John, D.O. or affiliated educational platforms.
- Participation in any educational platform, membership, publication, or communication program is entirely voluntary and is never a condition of receiving medical care from Compassionate Kidney Care Inc.
- Content shared through these platforms is educational in nature and does not constitute individualized medical advice or establish a separate physician-patient relationship outside of the clinical care provided through this practice.
- By voluntarily opting in through our intake forms or communication preferences, patients authorize Compassionate Kidney Care Inc. to use their contact information to send occasional educational and wellness-related communications through HIPAA-compliant channels, including the Elation patient portal and email.

### SECTION 13: CONSENT FOR TREATMENT

I consent to evaluation, diagnostic testing, medical treatment, and electronic prescribing as deemed medically appropriate by the providers and staff of Compassionate Kidney Care Inc. I authorize my provider to access and review my prescription medication history for treatment, medication management, and patient safety purposes as permitted by law.

I acknowledge that I have received, reviewed, and understand the Compassionate Kidney Care Inc. Office Policies and Privacy Practices. I understand that Compassionate Kidney Care Inc. reserves the right to modify these policies at any time in accordance with applicable laws and practice operations and that the most current version is available upon request.