



LANTERN

Health Consulting

LanteRN Health Consulting, LLC OFFICE POLICIES

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

Missed, Late Cancel or Late Appointments: We have reserved your scheduled appointment time for you and ask that if you need to cancel that you need to give us 48 hours advance notice. If you miss your appointment or cancel with less than 48 hours-notice, we will charge your account \$150. This fee will be waived for emergency situations. If you are more than 15 minutes late to your appointment, we may not be able to see you for the original allotted time, or we may need to reschedule your appointment and will charge your account \$150.

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 (208)254-0256.

Email: We do not advise email as a method of communication. If you choose to email LHC, 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.

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 (208)254-0256. 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 and we will strive to get back to you as soon as possible.

Patient Provider Relationship: LHC reserves the right to terminate the provider patient relationship for reasons including, but not limited to: patient noncompliance, frequently missed or canceled appointments, behavioral issues and non-payment of bills. LHC 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: LHC reserves the right to refuse treatment to any patient for any reason. I have read and understand the LHC Office Policies.

By signing this form, you are agreeing to the LHC Office and Financial Policies.

Printed Name of Patient/Responsible Party: _____

Signature of Patient/Responsible Party: _____

Date Signed: _____