

Dear Patient,

Welcome. Thank you for contacting Pacific Frontier Medical, Inc. We look forward to helping you along your path towards wellness. For your reference, the following summarize our update policies, services and fee schedules. Please do not hesitate to contact our reception with any questions.

## **PRACTICE GUIDELINES**

### **Understanding the Current Political Arena**

Lyme disease and associated diseases are complex and puzzling problems that scientists, practitioners and patients are only beginning to understand. Tremendous controversy surrounds the diagnosis and treatment of chronic Lyme disease. For example, many physicians and health agencies deny even the existence of an entity called “chronic Lyme” and disagree with the practice of long-term antibiotic use. In contrast many physicians conclude from scientific studies and diagnostic tests that the presence of the bacteria *Borrelia burgdorferi* is consistent with symptoms of “chronic Lyme” and therefore, does exist. Physicians from both sides of the argument have drawn conflicting conclusion from a recent peer review study that addresses the question of whether or not the use of long-term antibiotics alleviates “chronic Lyme” symptoms.

This environment has driven physicians into offering two standards of care:

- 1) Some physicians rely on the narrow surveillance case criteria of the CDC for clinical diagnosis even though the CDC cautions against this approach. These physicians will fail to diagnose some patients who actually have Lyme disease. As a result, many patients go undiagnosed or misdiagnosed as having autoimmune disease, fibromyalgia, MS, ALS, chronic fatigue syndrome, depression, anxiety, etc., or patients may find that their doctors rely upon biased or misinterpreted information and/or avoids treatment that we have found successful with our patients.
- 2) Other physicians use broader clinical criteria for diagnosing Lyme disease rather than the CDC criteria along with diagnostic tests that detect the presence of Lyme specific antibodies or DNA. These physicians understand that infected tick populations have expanded beyond traditional borders. While diagnostic certainty is being debated in the medical community, some physicians believe it is better to err on the side of treatment because of serious consequences of failing to treat active Lyme disease. These physicians sometimes use the clinical responsiveness of a patient to a specific treatment to assist in their diagnosis. It is also true, however, that fibromyalgia, lupus, rheumatoid arthritis, etc., often exist alone, without any relation to Lyme disease, Babesiosis, Ehrlichiosis or Bartonellosis. In these cases, a rheumatologist or neurologist may be best suited to manage a patient’s care.

This office will make every attempt to distinguish between Lyme disease and other conditions through scientific and complementary methods. We will inform you when we believe your symptoms are not Lyme-related. A proportion of a patient who come to our practice indeed do not have Lyme disease and we do not recommend they undergo treatment for Lyme.

### **Diagnostic Practices and Tools**

Lyme is a clinical diagnosis. We will utilize a combination of patient’s symptoms (current and historical), clinical response to various medicines, and lab tests to guide us in our diagnosis. Diagnosis is more than just concluding whether or not you have Lyme or another Tick-Borne disease. It also includes understanding the current state and severity of the disease and confounding problems such as gut dysbiosis, viral loads, hormonal dysregulation, toxic exposure, and hypersensitivity among other issues.

## **SERVICES PROVIDED**

### **Billing**

All fees are due at the time of the appointment (including follow-up appointments, phone calls, IV services and supplement purchases). We accept Visa, Mastercard, Discover and personal checks. Please do not pay with cash as we do not have change. We do not bill insurance. We do not accept Medicare. We do not bill Medicare and we are not Medicare providers (see "Insurance"). Patients are responsible for full payment at the time of service. If you cannot make full payment, other payment arrangements must be made prior to your appointment with our practice manager. Patients must obtain approval from the practice manager for other payment arrangements. Please do not approach the practitioners directly regarding other payment arrangements. Phone our practice manager for more details.

### **New Patient Visits**

Appointments are dedicated to assessing patients status with a thorough review of the patients history, current symptoms and lab tests. The objective of this visit is to establish or work toward a diagnosis, summarize treatment options and help the patient understand what is entailed regarding length of treatment and medications/side effects. The practitioners will work with each new patient to select the approach that balances both patient constraints and treatment effectiveness. Allow 1.5 hours for this appointment.

### **Follow up Visits**

Treatment of Tick-Borne diseases requires close monitoring of the disease response to specific medications. Appointments are designed to make assessments of patients progress and medication effectiveness. The practitioners may require a patient to visit before any different medication can be prescribed. Frequency of follow ups vary, but are generally every 4 to 12 weeks, depending on each individual case. Allow 30-60mins for this appointment.

### **Lab Reviews**

This appointment is specifically designed to enable an in-person discussion about your lab results, implications on the treatment plan, details on how to implement the plan and what can be expected while taking the various medications in the regime.

### **Phone consultations**

We have many patients who live out of state/out of the country, which makes frequent trips to the office cost prohibitive. To help reduce the cost, phone consultations will be available (for patients who live more than 6 hours away from the office). Note, an office visit may still be required three to four times a year (with phone consultations in between) in order to continue writing prescriptions. Fees are billed for the length of the call. In an emergency situation, patients who live within the 6-hour window may have phone appointments but will still need to follow up in office.

### **Family Practice**

Appointments are available for family members who wish to get tested for Lyme and co-infections.

### **Blood Draws**

If any lab work is required, patients are welcome to get this done at any local blood draw center or at our office after their appointments. We charge a minimum of \$35 up to \$135 per blood draw for patients depending on the complexity of the blood draw.

### **Antibiotic Injections**

When patient's treatment includes antibiotics, patients may benefit from shot of Bicillin, Invanz, or Rocephin. The practitioners will make the determination during your visit whether or not this would be recommended for you at that time.

### **IV services**

We provide our patients who require IV medications and supplements the opportunity to have the medications and supplements administered at our office. The practitioners will make the determination during your visit whether or not

this would be recommended for you. We also provide PICC line dressing changes and Port access/flush. Fees vary for IV services and are due at the time of the appointment. There will be a \$35 no show fee for scheduled appointments.

### **Misc. Treatment**

For scheduled appointments (i.e. Procaine injections, etc.) there will be a \$50 fee for no shows.

### **Prescription and Refills**

Refills will only be granted when there are extenuating circumstances. Patients will be required to have either a phone consult or office visit at the end of each 4 to 6 week period at which time the treatment effectiveness will be assessed and a new prescription will be written if continued treatment is necessary. If no appointments are available, you may be given a partial new/refill prescription until your next appointment. In the case where a refill has been granted, we will call your pharmacy with the refill information. Please allow 72 hours for processing the refills. Plan ahead- requesting refills after you are out of medication should be avoided. Do not call the back line for refill request. We will not respond to patient phone calls regarding refill requests. If there are no acceptable alternative, cash pay may be an option. Please note that not all pharmacies offer the same cash pay rate, and we will advise you of the best pharmacy to use.

### **Disability Benefit Applications**

These are generally not completed by our office. Your primary care physician should assist in the completion of these forms. Only in rare and extenuating circumstances will our office complete these forms. A minimum fee of \$35.00 will apply (may be more depending on the length of the forms).

### **GAP Extensions**

If requested, and the process requires more than 10 mins, there will be a \$50 fee.

## **OFFICE POLICIES**

### **New Patients**

New Patients will need a first follow-up appointment within 6 weeks if medication is prescribed. The first weeks of treatment are often the most difficult and unsettling. Many symptoms change rapidly, often necessitating an exam and detailed explanations.

### **Scheduling Appointments**

Patients visits and phone consultations are by appointment only. Please contact our office to schedule all appointments including IV services. Do not call the backline for scheduling issues.

### **Insurance**

Due to the limited resources of this office, we are not able to bill insurance directly for the appointment fees. However, we will provide patients with a superbill (which includes CPT and diagnosis codes) following each visit so you can bill your insurance provider directly. We are not Medicare providers; we do not bill Medicare, superbills cannot be submitted to Medicare. We recommend you contact your insurance plan for any questions related to submitting a superbill for reimbursement.

### **Cancellation Policy**

Our office hours book up quickly and we often are forced to turn away sick patients due to a heavy schedule. Please be considerate of other patients and contact us in advance should you need to cancel your appointment. **New patient appointment cancellations must be received by our office reception 7 business days before the date of your appointment or your deposit will not be refunded. Follow-up appointments and phone consultations cancellations must be received by our office 48 business hours before the date of your appointment or a cancellation fee will apply.** Cancellations must be phoned into our main reception number (650-474-2130 opt 2 for Pacific Frontier Medical, then option 2 for scheduling.)

### **Primary Care Physician Requirements**

All patients are required to have a primary care physician to manage all non-tick-borne related conditions. We are not a

primary care office.

### **Electronic Devices and Cell Phones**

Cell phones must be silenced during your time at the practice. If you must make or receive a call, please remove yourself from the waiting room or IV lounge. You may use our balcony or the hallway. For your convenience, we do provide Wi-Fi coverage in the office. If you want to listen to your device, we ask you use headphones, so you do not disturb other patients.

### **Records, Letters & Forms**

To request medical records, please print out the "Medical Records Request form" form that is located on our website under "Patient Forms". Please allow for 7 business days for us to gather your information and send it to the requested party. We charge a minimum fee of \$25.00 (depending on the size of your chart). Occasionally, we are asked to copy charts and send records to other physicians, insurance companies, etc. or we are asked to write letters on behalf of patients. We will comply with these requests in a timely basis. Please allow for 7 business days for us to complete letters and forms. We charge a minimum fee of \$35.00 for copying charts, writing letters and completing paperwork. Charges will vary depending on the size of the chart and the complexity of the correspondence requested. Standard letters and forms are a minimum of \$35.00 and may vary based on the length and time spent to complete.

### **Notice of Privacy Practices**

Effective April 14, 2003, we are required to post an updated copy of our notice of privacy practices. A copy is enclosed with this packet for you to keep for your records.

### **What you need to know about our practice:**

We will make every attempt to respond to your questions in a timely manner. We understand that it can be frustrating waiting for a response but please be assured we will get back to you as soon as possible. Please limit the use of the backline for when and if you experience one of the following urgent events:

- An allergic reaction that could be caused by your treatment.
- A medical emergency that may require you to be hospitalized.
- A severe neurological incident, such as a stroke.
- Severe diarrhea that does not resolve after following the practitioners' advice.
- A PICC line emergency, such as clotting or infection.
- The practitioner specifically asks you to call the backline.

If you experience any of these urgent events, call the practitioner directly on the backline. The number is 310-907-6614. ALWAYS CALL 911 FIRST OR GO TO THE NEAREST HOSPITAL IF YOU EXPERIENCE A LIFE-THREATENING EMERGENCY. Our office can later be contacted regarding the details of your status. **Please Note: If you call the backline after hours and it is NOT an emergency, you will be charge the normal phone consultation rates.**

The office is not always able to answer every received call due to high volume of calls that the office receives on a daily basis. We do however have a reliable voicemail system and we retrieve messages frequently throughout the day. Please note that leaving multiple messages about the same questions/requests only slows down the process of getting a reply back to you.

We also know from experience that we are better able to reply quickly when patients leave short and clear messages containing the following information:

- A clear statement of your first and last name- please spell both
- A brief summary of the issue/problem
- A brief summary of what you need our office to do
- A clear statement of your call back number

Please help us improve our turn-around time by using the guideline when you call our office. Please always leave a call back number even if you think we have it. We also appreciate if complicated questions are faxed to us at 650-445-0912

rather than leaving a voicemail.

Our office uses Electronic Medical Records (EMR) to document visits and store all your medical information securely. At the end of your appointment, you will get a printed-out treatment plan. We also have the access to invite you to use our elations passport (using your email and cell phone number) to securely send you medical information (labs, messages, etc.). This is only a one-way communication. You will not be able to send us anything through the elations passport. If you would like to be signed up, please let our staff know.

***Threats, aggressive behavior or other forms of “Lyme rage”*** against a practitioners, staff or other patients will not be tolerated. Anyone displaying this behavior will receive a written warning subsequent offence will result in removal from the practice. We take this very seriously.

The practice does NOT prescribe Schedule II narcotics such as Morphine, Oxycodone, Ritalin, etc. Prescriptions for other scheduled medicines will require an office visit. This includes certain pain medicines, muscle relaxants and sleep aids.

Prior to your office visit, we find it helpful if you begin to gather as much information as possible regarding your illness and past medical history. Please put together chronological diary beginning from the time you first became ill to present. List in order, the onset of symptoms, tests completed (blood tests, imaging, etc.) and in order, treatment received, including the name of the medications, dose and the dates or duration of therapy, plus any comments on how these treatments affected you. Please bring copies of your medical records with you. Please provide us with names and phone numbers of all physicians who have seen you in the past and all physicians who are currently seeing you; both your primary care physician and the physician who is currently treating you for Lyme (if any).

## **PATIENT EXPECTATIONS AND GUIDELINES FOR TREATMENT**

### **Duration of the disease battle**

Lyme disease treatment can vary from patient to patient. In general, the more time that has elapsed from infection to treatment, the longer the patient will require treatment. Please see the website [www.ILADS.org](http://www.ILADS.org) for further information.

### **Side Effects, worsening symptoms**

Many people will have a flare-up of symptoms when beginning treatment. This reaction, referred to as a Jerisch-Herxheimer (Herx), is quite common and can last several days. We will be careful to distinguish between side effects of medications, treatment failure and symptoms of a herx reaction. Please contact our office if symptoms should arise or if you need guidance on how to manage such symptoms.

### **Types of Treatment**

These include oral antibiotics and supportive medicines, intramuscular injections and intravenous infusions. Herbal supplements, homeopathic and drainage remedies and other modalities are often employed depending upon the situation. There are advantages and disadvantages to each of the various types of treatment. These will be discussed during your office visit if they apply to you.

### **What we expect from patients**

Patients must play a large role in their own fight against Lyme disease. The following is a short list of expectations we have for all patients within the practice:

- Patients who smoke must agree to quit smoking or remain actively involved in a smoking cessation program.
- Some nutritional supplements are an integral component in the treatment, and therapies such as acidophilus are essential while you are taking antibiotics. Patients must do their part in protecting themselves against the harmful side-effects of long-term antibiotics.
- Payment (in full) is required at the time of the appointment. If you cannot pay in full, arrangements must be made with the practice manager ahead of time. Patients who continually fail to make timely payments may be removed from the practice.
- Alcohol is detrimental to patients with Lyme disease and interacts with many medications. Alcohol usage should be limited.

- Please discuss with the practice any plans of dental work, surgeries or steroid use. Your treatment may be affected.
- We are unsure of the extent that the disease may be horizontally or vertically transmitted. In general, we do not recommend treatment for partners prophylactically.
- Patients who are being treated with Intravenous (IV) antibiotics **MUST** be seen by one of our practitioners ***every 4 weeks*** or as directed by the practitioners. Test Results When the practitioner's order lab tests, our office keeps track of the tests that were ordered and the testing lab. Each lab and each test have different turn-around time and our office has no way of accurately predicting when lab results will be submitted back to our office. We understand that patients are often anxious to receive their results for a variety of reasons. Becoming familiar with our internal lab process is the best way to ensure that you understand our office capabilities. Our internal process is as follow:
  - Patient leaves appointment with written orders for tests at one or more labs.
  - Patient has blood or other samples collected and mailed directly to the testing lab(s) or has blood drawn in our office and sent to the appropriate lab(s).
  - Our office receives a faxed and/or mailed copy of the lab result from each separate lab and often for each separate test as the results become available.
  - The practitioners review all labs results and make notations if the results are abnormal.
  - Patients are contacted by phone if results are ***out of normal range*** that may require an immediate intervention. **We do NOT call back patients with normal resultsthese will be discussed at your next appointment.**
  - If patients require a copy of any given lab report, they must call/fax our office and specify the lab, test and the test date for the results they need. We strongly recommend you use a dedicated fax line for any faxes you want us to send you.
  - If you are signed up for our Elations passport, we can securely send you your labs through that portal.

### **Antibiotic Doses and Side Effects**

The use of medicine in general and antibiotics in particular have several side effects and can lead to possible complications. These include, but are not limited to, allergic reactions, stomach and intestinal disorders, antibiotic resistant bugs which can turn otherwise mild infections into catastrophic events, nausea, rashes, visual or hearing loss, drug interactions, liver and kidney damage, nerve damage, immune system dysfunction and yeast infection. If you are diagnosed with Lyme disease and choose to receive antibiotic treatment, you are accepting and assuming the risk. Several techniques will be used to avoid these complications, but sometimes they are unexpected and unavoidable.

### **LABORATORIES**

New patients who have not recently been tested for Tick-Borne disease may be asked to have several tests completed after their first appointment. The labs frequently utilized are:

#### **IgeneX, Inc.**

795 San Antonio Rd 7 Palo Alto, CA 94303 Phone: 800-832-3200 Fax: 650-424-1196  
www.IgeneX.com

IgeneX accepts checks, credit cards and bills Medicare. However due to Dr. Harris relationship with IgeneX, we cannot order testing for Medicare patients. Your primary care physician may be willing to order the rests for you if you have a good relationship.

**Special Note: IgeneX, Inc. is an affiliated entity where Dr. Harris holds the position of "Clinical Consultant".**

#### **MDL**

2439 Kuser Rd Hamilton, NJ 08690  
Phone: 609-570-1000  
Fax: 609-570-1050  
www.mdlab.com

MDL accepts checks, credit cards and bills insurance.

**Stony Brook Lab- Laboratory for the Diagnosis of Lyme Disease**

University Hospital L3 - 508  
101 Nicolls Road  
Stony Brook Medicine  
Stony Brook, NY 11794-7300  
Phone: 631-444-3824  
Fax: 631-444-7526

**Armin Labs**

Zirbelstraße 58, 2nd floor 86154 Augsburg - GERMANY  
Info: 0049 821 780 931 50  
[www.arminlabs.com](http://www.arminlabs.com)

After your appointment the practitioner will decide which, if any tests are most appropriate for you. At that time, the practitioners will give you an instruction sheet for each lab and test that is ordered.

Thank you for your interest in becoming a patient in our practice. We hope to help you navigate through this journey to wellness. Please don't hesitate to contact us with any questions.