

**OFFICE POLICY OF  
DR. KRISHNA M. PINNAMANENI**

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**TO OUR PATIENTS**

We appreciate your selection of this office to serve your medical needs. The staff and physician will do everything possible to provide you with the most competent care possible. In order to do so, this patient information page has been prepared to acquaint you with our office and its policies. We feel that the more you know about our policies and methods of practice, the more we can be of service to you.

**APPOINTMENTS**

The office is open between 9:00 a.m. and 4:00 p.m. with lunch taken between the hours of 12:00 noon and 2:00 p.m. Monday through Friday. Office visits are by appointment only. We urge you to telephone as far in advance as possible for your appointments. When calling for an appointment, please provide the receptionist with the reason or the need for the visit, or the nature of your problem. This will allow us to give priority to your needs as well as to reserve sufficient time for your visit with us.

We urge that you be on time for your appointments. If an appointment cannot be kept, reasonable notice should be given to this Office to cancel the appointment. This time has been reserved for you. Without notification of a cancellation from you, another patient may be deprived of an appointment. Failure to cancel or reschedule an appointment 48 hours in advance could result in the charges authorized for that time slot.

We try to keep our schedule on time as best as possible. If you schedule your appointment in the middle of your workday, please be advised that typically patients spend up to half an hour in our office for follow-up visits and up to 1 hour for new patients. Inevitably, there are emergencies or patients who may need more attention than previously planned. Please try to be patient. We do respect the value of your time and if the delay becomes longer than one hour, we will try to let you know upon your request. You will then have the opportunity to reschedule your appointment within the next several days. Please remember that good medical care cannot be rushed.

**If you are a patient of Dr. Krishna Pinnamaneni and have children below the age of 12 years, we ask that you leave them at home with a responsible adult. We appreciate your compliance with this request. While we appreciate the company of children, we cannot allow Dr. Pinnamaneni's or your time and attention to be distracted by small children in the exam room. It is in the child's and your best interest for the child to remain at home, particularly for safety reasons, such as in order to avoid exposure to radioactive materials that are used in some of our office medical procedures. Additionally, some of our elderly patients expect a peaceful waiting room. If you cannot comply with this policy, we will be constrained to reschedule your appointment with the Doctor until such a time when you can find a babysitter. Please note that we cannot allow you to leave your child unattended in the waiting room without adult supervision.**

**\*\*\* Please turn off all electronics (cell phones, beepers, MP3 players, etc.) as you enter the Office and keep it turned off until you leave the Office. Failure to do so may result in termination of our services. \*\*\***

Please be advised that the Doctor must perform an evaluation from his specialty's point of view, which includes a complete history and a non-invasive physical. This requires you to undress completely, and change into a paper gown before the doctor can examine you. If you desire a chaperone during your first exam with the Doctor, we ask that you reschedule your appointment, as we do not provide a chaperone for you. This will allow you to bring another adult with you as your own chaperone. If you want a chaperone during your follow-up visits, we also require you to bring an adult of your choice as a chaperone. Please be advised that you have a right to allow anyone to accompany you during your medical visits. However if you allow a relative or friend into the appointment with you, you waive your privacy rights under the patient-physician relationship to some extent. If you do not desire or decline to undergo an examination, as required for your appropriate care, please notify us before filling out the paperwork. We can cancel your appointment; may provide you with the names of other physicians you can go for health care.

**TELEPHONE**

Our telephone number is (480) 838-2277 and it will be answered by one of the staff or the voicemail system during regular office hours. The Doctor's assistant will handle calls concerning most questions. If need be, the office staff will return your call at a specified time.

Please try to have your telephone free while you await physician to call you back. Remember that most illnesses cannot be treated effectively by phone. For this reason, **the Doctor does not provide medical care over the phone. An office visit is required before the Doctor can be sure of your health situation.**

If you have a question or problem concerning billing or insurance forms, your questions will be directed to our account relations. The Doctor does not discuss or deal with your billing or insurance questions.

**INSURANCE**

We are contracted providers for several PPO/HMO/AHCCCS plans, as well as Medicare. If you are insured by one of these plans and have a proper ID card, you are required to pay your portion of the bill at the time of service and we bill your insurance for the rest as a provider. Under statutory requirements, we cannot waive the co-pay or deductible because it is in violation of the law and can be construed as inducement of medical care by incentivizing no cost to the patient. Additionally, it is your responsibility to keep track of your own co-pay and/or deductible, including any changes, deductible restarts around the first of the year, etc.

**If a referral is required, you, as the patient, are responsible to obtain this before each visit.** If we are not contracted with your specific insurance company, you will be required to pay the full charge for the visit at the time services are rendered and we will issue you a complete receipt with all the necessary information to be submitted by you for any reimbursement you are entitled to.

We ask that you keep a copy of the receipt the receptionist gives you as you leave. This receipt contains all information for tax and insurance purposes. Your insurance has a contract between you and/or your employer. We are not a party to that contract. We cannot, and will not, get involved in your insurance contract matters, such as denials, etc. Our contracts with PPO/HMO companies are independent of your agreements. You deal with such matters on your own.

**REFILLS**

**There will be no pharmacy refills during the weekends and/or non-office hours because the Doctor does not have access to your medical records, which are necessary to review your health conditions before providing refills. In an emergency refill situation, contact your primary care physician (PCP), or go to the closest emergency room or urgent care.**

### **EMERGENCIES**

**If you have an emergency, call 911 at any time.** In a non-emergency situation (NES), and when the office is closed, the voice messaging service can get in touch with Dr. Pinnamaneni. You will be advised as to what action to take, based on your condition. **If it is an extreme emergency, you must call 911 to go to the Emergency Room.** Also, if you do not hear back from the Doctor in time, please proceed to the nearest emergency room or contact your PCP in any NES and they will contact the Doctor on call.

### **CONSULTATIONS**

In situations of personal preference, or when a serious or difficult diagnosis is made, the need for a second doctor's opinion may arise. You are urged to discuss freely and openly any desire for consultations or referral to another one of the specialists in our immediate area, or to any medical center in the country. A fee is charged to mail copies of your medical records.

### **IMAGING STUDIES**

The Doctor orders scans, bone density, and ultrasound studies that are performed in our Office, in Suite 5, by a specially trained technologist. We understand that you may have had a general version of these scans performed prior to coming to our Office. However, we would like to notify you that those scans are typically performed by generalists who do not have a background in endocrinology, nor are they specialist endocrine nuclear physicians. For this reason, we may order these scans to be done again by our technologist, under Dr. Pinnamaneni's supervision, as they are specialized and specific for an endocrine specialist to review. We do this to assure the procedural and scientific accuracy of the scans. In this vein, Dr. Pinnamaneni cannot take responsibility to make clinical decisions based off of scans performed by non-endocrine generalists.

Our nuclear technologist is specially trained to do the procedures the Doctor orders. He/she is not a physician and cannot interpret the study, nor provide any medical advice. The scans will be interpreted and discussed by the Doctor at your follow-up visit.

### **LABORATORY**

Our Office refers to outside laboratories to test specimens. You may receive a bill from the outside lab for performing the test. That bill could come from an out of state Home Office of the outside lab services. Our billing department is completely separate from the lab's, so any billing questions regarding these tests need to be taken up with your insurance or the lab.

### **FEES AND COLLECTIONS**

We do require that you be prepared to pay your medical charges at the time of your office visit. We accept cash, checks, Visa, and MasterCard for payment of your account. Thank you for your cooperation and assistance in keeping our collection costs to a minimum. The issuing of bad checks is a misdemeanor offense. This means that a person who does not respond to an initial warning that his or her check has been returned within 12 days is subject to prosecution by the County Attorney. A returned bad check will result in a charge of \$25.00 to your account and results in cash payments only made in advance for future services. It is patients' sole responsibility to provide this office with any changes or updates to insurance coverage or personal information. You are aware that a copy of HIPPA guidelines is available for your review at any time in the front office. You must provide at least 48 hours notice for any appointment cancellation to avoid a fee. There may be a \$25 - \$50 fee for failing to keep your appointment. You understand that if you fail to make payment promptly for services rendered, to bring balance up to date, your account may be turned over to a collection agency, and a 40% fee will be added to any balance.

### **MEDICAL CONSENT FORMS**

Please be advised Dr. Krishna Pinnamaneni seldom gets involved in medical care issues outside his specialty. Since several of his patients have multiple medical problems across many specialties, the PCP keeps track of all the medical problems for patients. In this way, the PCP is better suited to fill out any and all forms regarding an FMLA, disability, insurance reimbursements, AZ Economic Security, court related documents, etc. Dr. Pinnamaneni is available via telephone to assist any PCP in processing these forms.

### **TRANSFER OF MEDICAL RECORDS**

This Office neither accepts nor transmits medical records via fax nor e-mail to protect your confidentiality under statutory guidelines. There may be a fee for additional copies per guidelines of the Statute A.R.S. §12-2291~ A.R.S. §12-2297 (under article 7.1) regarding the cost of reproduction of records. The fee for patients typically ranges from \$25-50 for cost of copies and staff time. The fee depends on the number of pages that needs to be copied. Original medical records and scan pictures are property of this Practice. They shall remain as permanent records until such a time required under statutory limits. If you or your physicians need copies of scan pictures, they can be obtained, but actual costs to reproduce scans may be assessed. We

have 3 weeks to process your request to release your medical records according to (A.R.S. §1401(27)(rr)).If your request arrives when the Doctor is out of town, we will process your request as soon as the Doctor returns to the office. It may take a few more days in such a scenario. To better protect your medical information it will not be discussed with the office staff. Meanwhile, if your PCP or another specialist needs to know your medical information, the Doctor is only a phone call away to discuss your case with your other physicians.

We will not disclose your medical records to any relative or friend, unless we have your written permission. We do not communicate via email system.

### **TERMINATIONS**

Dr. Pinnamaneni understands that he cannot make every patient happy, since medical science is inexact and variable. In an unlikely event that you are unhappy with the Office, the Doctor, or our office policies and procedures, please advise us. We will not be dismayed, and we respect your candor. You will not hurt the Doctor's feelings. Although we will help to ensure that all of your concerns and questions are addressed, in certain instances, when discordant opinions are irreparable, we may advise you to find another Doctor more suitable to your needs and desires. We would like for you to receive the best care possible. If in your opinion you are not getting good care from our Office, then we will help you in finding another physician to assist you from not seeing us without liking our services.

### **PATIENT-PHYSICIAN RELATIONSHIP ISSUE**

*During 50 years of Dr. Pinnamaneni's medical career, he encountered over 400,000 patient contacts or healthcare decision points and with this volume of service encounters, it is impossible to make everyone happy or satisfied. A very few were disgruntled (~0.0005%) due to their misguidedness directed at Dr. Pinnamaneni or his office services; and those relentless few patients vengefully attempted to spread or publish misplaced opinions by posting their unfair judgments on some web portals. We have no control on their opinions/feelings; and we cannot control freedom of speech, even when it is wrong, harmful and unfair. Accordingly, in an unlikely event, if you were to come across any such misplaced and misguided derogative information, unfairly questioning Dr. Pinnamaneni's professionalism or specialty competence, and you elect to believe without objectivity, we strongly encourage you to find another physician immediately to protect the sacred patient-physician relationship. Your choices never hurt our feelings, should you decide to go elsewhere. It will never diminish Dr. Pinnamaneni's competency and his respected professional standing. Thank you for your interest in us.*