

Your First Appointment

- Due to COVID-19, almost all appointments are being done remotely via Zoom TeleMedicine appointments
 - We will assess on an individual basis if a patient needs to be seen in person for your safety and safety of our staff
 - Instructions to access your TeleMedicine appointment can be found at <http://www.HiraharaMD.com>
- Before your appointment, we will need a copy of the following documents:
 - 1) Driver's License or Photo ID
 - 2) Insurance Card – Front & Back
 - If you do not have a scanner, you can take a picture of these on your phone and upload via the Dropbox link
 - 3) New Patient Packet (See below)
 - All documents can be uploaded securely through Dropbox at: <https://www.dropbox.com/request/d7mZ9lqoJ5Xj49VWS1QB>
 - E-mail is an option, although it is discouraged due to privacy and security concerns
 - If you choose to e-mail your New Patient paperwork, you acknowledge and accept the risks associated with using this unsecure method including, but not limited to, risk of loss of confidentiality or theft of personal health information
 - We cannot be responsible for problems from using unsecure e-mail
- New Patient Packet
 - This can be downloaded from our website <https://www.HiraharaMD.com/patient>
 - If you cannot download or print them, you can request our office to mail you a packet
 - You must read and sign the Surgical Outcomes System (SOS) Authorization
- We will need all X-ray's and MRI's
 - These must be of the affected body part, for which you are being seen by me
 - For example, if your appointment is for a shoulder, then bring shoulder films, NOT neck films
 - We have access to the following facilities' images:
 - Sutter Imaging
 - Mercy Imaging
 - University Medical Imaging
 - Diagnostic Radiological Imaging
 - For all other facilities, you must MAIL or BRING these studies as having a facility send or forward them is unpredictable
 - These images can be on either CD, DVD, flash drive, or Film
 - The dictated report from the radiologist **must** be included
 - If attending a TeleMedicine appointment, imaging needs to be in our possession **PRIOR** to your appointment
- Mail or fax your operative reports and operative pictures if you have had previous surgery on the body part for which you are being seen
 - You can obtain these items from your previous surgeon or from the hospital or surgery center where you had your surgery
- If you require a referral, please have your Primary Care Physician fax it to 916-732-3022 **PRIOR** to scheduling your appointment
- If you have a co-pay, it will be collected at the time of your appointment
 - If we have to bill you later for your co-pay, there will be an additional \$15 service fee
- **YOU WILL NOT BE SEEN WITHOUT YOUR COMPLETED FORMS AND IMAGING STUDIES**

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Cancellation Policy

- We require a 24 hour notice on cancellations or rescheduled appointments
 - Failure to do so will result in a \$35 charge
- You may be discharged as a patient and sent to your primary care physician for referral to another orthopaedic surgeon if you:
 - Cancel or reschedule, more than 3 times
 - No show or fail to notify us prior to 24 hours, more than 2 times

Medication & Refill Policy

NARCOTICS

The DEA has initiated a new policy whereby all narcotic prescriptions must be on a written triplicate form. This means that all prescriptions must be picked up from the office. Prescriptions for any/all narcotics can NOT be called into a pharmacy. These forms are good for one-time use only. The triplicate prescription cannot authorize multiple refills per prescription.

Narcotics can be prescribed to patients after surgery for the duration of the aftercare (90 days) only. Following this period, any narcotics refills must be obtained from your primary care physician.

REFILL

To ensure our ability to take care of our patients, we will only be refilling patients' medications during office hours. The on-call physicians will not have access to our patients' charts to make proper decisions about patient care so they will NOT be refilling or changing prescriptions. Please plan and call ahead (especially prior to the weekends) to allow us adequate time to meet your needs.

All medications will only be refilled during these office hours:

Monday – Thursday, 9 :00 AM to 4:00 PM

Friday, 9:00 AM to 12:00 PM

If you find you need a prescription refill or change on the weekends or evenings, you will have to wait until the following business day or go to a nearby urgent care center or emergency room to be seen by a physician.