



NORTHERN CALIFORNIA NEUROSURGERY MEDICAL GROUP, INC.

Specializing in Spine Care, Pain Management, Acupuncture and EMG

Robert Lieberman, M.D., F.A.C.S.

Walter Panganiban, M.D., David Bradshaw, M.D.,
Melody Ow, PA-C, Lorna Xu, L.Ac., Baibing Zhu, L.Ac.

FREMONT: 2400 COUNTRY DRIVE • SUITE 100 • FREMONT CA 94536 • PHONE: 510-494-5700 • FAX 510-494-5710

PLEASANTON: 4479 STONERIDGE DRIVE • SUITE A • PLEASANTON CA 94588 • PHONE: 925-461-9200 • FAX 925-461-9210

Information for Our Patients

Thank you for placing your trust in the doctors of the Northern California Medical Group, Inc.

(Please also read our Privacy Policy on the back. Please keep this for your records.)

Welcome to our practice. This sheet answers commonly asked questions. If you have more, please ask.

ABOUT OUR PRACTICE. Dr. Lieberman and his associates specialize in spinal care, spinal surgery and chronic pain management. Dr. Lieberman is a board certified neurosurgeon who specializes in spinal medicine, spinal surgery and chronic pain. Dr. Panganiban is a board certified family doctor and a surgical assistant. Dr. Bradshaw is a board certified physiatrist who specializes in EMG. Drs. Xu and Zhu practice traditional Chinese medicine and acupuncture. Drs. Fitzgerald and Reeves are general practitioners.

WHAT YOU NEED TO BRING. If you have had X-rays or other studies, please bring all of them with you for every visit. Also bring the names of your medicines and the names of your other doctors. For help in obtaining outside medical records, please call us.

QUESTIONS FOR THE DOCTOR. It is helpful to write down your questions and bring them with you for each visit. We try to answer all of your questions. We have many informative brochures and have information on our web site at www.LIEBERSON.com.

NIGHTS AND WEEKENDS. One of us is always available for emergencies. You can reach us by phone at 510-494-5700, 925-461-9200 or 209-833-2451. We share Emergency Room call at ValleyCare Medical Center (in Pleasanton) with other local neurosurgeons.

OFFICE SCHEDULES. If you have an emergency, we will rush to care for you. If we change one of your appointments because another patient has an emergency, please be understanding. We try to be on time. We may not be able to see you if you are late.

MEDICATION REFILLS. For safety, and because of California law, prescription medications cannot be refilled after hours or on weekends. Count your pills and call three to five business days before you run out. Office visits may be required for addictive medications. The physician has the ability to provide you with some of the medications that you may need for your treatment. You may also be given a written or phoned-in prescription that can be filled at the pharmacy of your choice.

COPIES OF CHARTS. We make copies only with a signed release. Insurance companies and attorneys, who need chart copies, must call directly. Our staff needs at least one week's notice to copy a chart. Unfortunately we are forced to charge a minimum of twenty five dollars (\$25), in advance, for copying short charts. We charge more for large charts but will quote you in advance.

INSURANCE. We accept select insurance plans. The plans and their rules change frequently. Bring all of your insurance cards with you for every visit. If you have more than one insurance plan, inform the staff so that we can help coordinate your benefits to save you money. Many insurance plans require us to verify coverage or obtain pre-authorization before providing care. Many plans take two weeks or more to authorize medical care. Many insurance companies require us to collect a co-payment at the time of your visit. Some plans, including car accident insurance, require you to pay for your care, but will later reimburse you. Our office staff will help you, but we encourage you to call your health plan to check your benefits.

FORMS. We can complete some, but not all, paperwork. To insure accuracy, many forms can only be completed at the time of an office visit. We charge ten dollars (\$10) per page, in advance, for researching and completing forms. We charge two-hundred and fifty dollars (\$250), or more, depending on complexity, in advance, for most reports required by Social Security or disability insurance companies. The costs of most forms and reports are not paid by your health insurance.

MISSED APPOINTMENTS. We charge twenty-five dollars (\$25) for missed appointments not canceled 24 hours in advance.

BILLING. The balance, which is not paid by the insurance company, is the responsibility of the patient. This applies to some charges related to work injuries. The payment is due when the statement is received. A charge of one and one half percent (1.5%) per month is added after twenty-nine (29) days. We charge ten dollars (\$10) for each re-billing. We charge twenty-five dollars (\$25) for returned checks. For questions call our billing manager, at 510-494-5711.

I have read this, I understand it, and I agree to the terms set forth above.

Signature

Date

**THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU
MAY BE USED AND DISCLOSED, AND HOW
YOU CAN GET ACCESS TO THIS INFORMATION.
PLEASE REVIEW IT CAREFULLY.**

AT NORTHERN CALIFORNIA NEUROSURGERY MEDICAL GROUP, INC., WE ARE COMMITTED TO PROTECTING YOUR PRIVACY. WE COMPLY WITH THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPPA) AND ALL OTHER FEDERAL, STATE, AND LOCAL LAWS. THIS NOTICE DESCRIBES HOW WE USE YOUR HEALTH INFORMATION. IT DESCRIBES SOME OF YOUR RIGHTS AND SOME OF OUR RESPONSIBILITIES.

UNDERSTANDING YOUR HEALTH RECORD/INFORMATION

Each time you visit our offices, we record your symptoms, physical examination, test results, diagnosis, and treatment. This information (which is called "protected health information") enables us to: plan for your care, communicate with others who care for you, report to your insurance carrier, bill for our work, and improve the quality of our care.

YOUR RIGHTS

Although your paper chart belongs to the Medical Group, the information contained in the chart is yours. You have the right to: inspect your records, obtain a copy of your chart for a small fee, correct your records, and tell us not to release your information.

OUR RESPONSIBILITIES

We are required to: maintain the privacy of your health information; send needed health information to other medical providers, and release information to insurance companies, certain government agencies, and others. We may be required to release some information, even without your permission.

EXAMPLES OF HOW YOUR INFORMATION IS USED

Your health information will be recorded and used to plan your treatment. Reports may be sent to other doctors to help them plan your treatment. Bills will be sent to your insurance company. The information in the bills will include confidential information such as your name, address, diagnosis, and treatment. In providing your care, we may communicate with other individuals or businesses. Examples include other physicians, X-ray departments, laboratories, our transcriptionists, or our record storage service. To protect your privacy, we ask our business associates to safeguard your information.

OTHER NOTICES

We may leave a message at your home, at your business, on your answering machine, or on your voicemail. We may mail you a postcard or other written notices. We may need to disclose your information to your family members or other people helping with your care. In doing so, we will use our best judgment. We may disclose information to others as required by law or if subpoenaed. If you were injured on the job, we will need to disclose your health information to your workers compensation insurance company. We may, from time to time, update these policies.

FOR MORE INFORMATION OR TO REPORT A PROBLEM

If you have concerns or would like additional information, you may contact the practice's Privacy Officer at (510) 494-5700, Ext. 208, or the Federal Office for Civil Rights at: 200 Independence Ave. S.W., Room 509F, HHH Building, Washington, D.C. 20201.