

Center for Breast Care, Inc.
Deanna J. Attai, M.D., F.A.C.S.
Office Policies

Privacy:

Our policy is that of nondisclosure to anyone calling for information about a patient, unless we have written permission from the patient. For persons who accompany the patient for a consultation or visit, in accordance with federal HIPAA guidelines, implied consent to discuss the patient's condition is given. If other family members or friends wish to discuss the patient's condition, written permission from the patient is needed, or the interested party should accompany the patient to the visit.

Telephone Contact:

You will be asked to provide contact telephone numbers. Dr. Attai contacts her patients personally with test results, and the office staff will contact you to confirm or change appointments, and to schedule tests and surgery. Please inform us of your preferred method of contact on the form provided. Messages that are left are usually brief. We do not communicate with our patients by email. Realize that if you require personal contact (no voice mail or message left with a family member or co-worker), there may be some delay in you receiving test results or in scheduling of appointments.

Appointments:

All patients are seen on an appointment-only basis. Your assigned appointment time is the time that you will most likely be seen by Dr. Attai. Given the nature of the practice, emergencies do sometimes happen which may cause delays, but we make every effort to maintain an on-time practice. New patient consultations generally take 45-60 minutes. This does NOT include the time needed for parking, filling out paperwork, and obtaining reports which may be missing. New and existing patients arriving to the office 15 minutes late or without the necessary paperwork or results may be rescheduled.

Appointment No-Shows:

Our office makes every attempt to notify patients by telephone 24-48 hours prior to their appointment. A charge of \$45.00 will be assessed for patients that do not show up for a scheduled appointment without calling our office to cancel or reschedule their appointment. After-hours messages may be left with the answering service.

New Patients:

Dr. Attai allows 45-60 minutes for new patient consultations. Our office makes every attempt to run on schedule, and we expect that our patients arrive on time for their appointment. "On time" does not mean arriving into the parking structure at the appointment time, or arriving to the office without the necessary paperwork completed or without needed films and reports. We recommend that due to local traffic and due to congestion in the parking structure new patients arrive 15-20 minutes prior to their scheduled appointment time. Directions to the

office are posted on our website, and the office staff is more than happy to provide specific directions if needed. Please be aware that some on-line map services do not provide accurate directions. If a patient arrives more than 15 minutes past the scheduled appointment time, she may be rescheduled so as not to interfere with the care of other patients.

Dr. Attai requires that your mammogram, ultrasound, and MRI films in addition to the written reports be brought to the initial consultation, even if you were told that the studies were normal. It is your responsibility to obtain these films – we are not able to obtain imaging studies and/or reports on your behalf, with the exception of patients who have had their studies performed at the Providence Saint Joseph Breast Center. Do not necessarily rely on the imaging center to mail the films to us. In addition, if any surgery or biopsy has been performed, a copy of these reports is necessary as well. A complete and thorough consultation involves reviewing all studies, not just the written reports. If a new patient arrives without the films and reports, she will most likely be rescheduled as Dr. Attai cannot give a full evaluation without all pertinent information. Feel free to bring your test results in prior to your consultation so that we may ensure that all necessary studies and reports are present.

While Dr. Attai is a Breast Surgeon, your initial appointment will be for a consultation, at which time she will review your history, pertinent imaging studies, perform an examination, and render an opinion. This opinion may or may not be for a particular procedure. Please realize that while you may have been told that you need a particular procedure, there may be several options and Dr. Attai will give you her opinion regarding which option is the most appropriate. Procedures such as core biopsy, percutaneous excision, surgical biopsy, and cryoablation are not performed on the day of the initial consultation. Cyst aspirations are typically performed on the day of the initial consultation, if indicated and if desired by the patient.

If a new patient does not show up for a scheduled consultation, their referring physician will be notified. The patient will be rescheduled if desired, but if the patient “no shows” on a repeated basis, the referring physician will be notified and the patient may not be rescheduled.

Insurance and Payment Policy:

Please see the separate “Payment Policies” document for information regarding billing and payments.

Minors:

Patients less than age 18 need to be accompanied at all times during the consultation or follow up visits by a legal guardian. No patients under the age of 18 will be seen or treated unless accompanied. Consents for procedures will be signed by the patient’s legal guardian.

Signature

Printed Name

Date