

Telemedicine Instructions

Your appointment will be conducted remotely by video call. You can use any device with a microphone, video camera, and internet connection including a phone, tablet, laptop, or desktop computer. Please follow the instructions below so you will be ready to answer the call when Dr. Cohen initiates the video call at your scheduled time. Please note that just as for in-person office appointments we make every effort to be punctual, but sometimes there are unavoidable delays and we thank you in advance for your patience and understanding if that occurs. It is worth noting that video calls are secure but there is a small inherent risk of unsecure transmission of your information that you are accepting by agreeing to conduct your visit remotely.

- 1) Review our "Authorization Form to Store a Credit Card on File" on the next page. We need your verbal consent for this form. Then call our office at 312-695-4452 and we will take your credit card information via phone and enter it directly into our secure system.
- 2) If there is new insurance information since your last visit, please email (maritza@cohengastro.com) or fax (312-695-4453) a copy or photo of the front and back of your insurance card.
- 3) You will receive a text message at your appointment time with a link you can click to join the video call. You do not need to install any software to use this video platform. If you want to use a computer or laptop to conduct the video call you will need to copy the link on your phone and email it to yourself so you can click on the link from your computer. Your computer needs to have a camera and microphone.

GREG S. COHEN MD LLC
Authorization to Retain a Credit Card on File

Patient Name: _____ Date of Birth: _____

Address: _____

The purpose of this form is to authorize **Greg S Cohen MD LLC** to retain a valid credit card number on file for you as our patient. All patients are required to complete this form. This form will be kept confidential and only authorized staff will have access to the information.

For information on insurance accepted by our office and complete details about what you may owe after your visit, including information about our out of network status for Medicare and Blue Cross Blue Shield, see: www.cohengastro.com/billing-and-insurance

Your supplied credit card will be charged **ONLY** under the following circumstances:

1. Dr. Cohen reserves the right to charge the credit card listed below monthly for all current patient balances under *\$900.00* including co-pays, deductibles, co-insurance, and charges not allowed by your insurance company. A receipt will be sent to your current address on file or emailed if you provide a valid email address. This notice serves as your consent to being charged for all current patient balances per above on your account. *A representative from Dr. Cohen's office will contact you regarding balances over this amount either via a phone call, email, or statement.*
2. Other than the conditions mentioned above, under **NO** circumstance will Dr. Cohen's office charge your credit card for anything not discussed personally with you. In conjunction with HIPAA regulations, all credit card information will be confidentially kept within our secure credit card program. Once your information is entered into the system no one will be able to access your full credit card number or CVV information.

Initial below **only** to decline storing a credit card on file:

_____ Decline to Retain a Credit Card on File:

Refusal to complete and agree to this authorization dictates the following: Since there is no credit card on file with Dr. Cohen's office, Dr. Cohen's office will require prepayment of the full fee for rendered services. If you have insurance, a claim will be filed on your behalf and you will be refunded any amount paid by insurance for the rendered services.

Acknowledged, Agreed & Accepted:

Having read this form and talked with the staff, unless otherwise indicated by initialing above, my signature below acknowledges that I voluntarily give my authorization and consent to providing the requested information for my credit card to be charged according to the conditions listed above.

No physical copy of your credit card number or CVV will be maintained in the office.

X _____
Patient Signature

X _____
Date