



225 South Executive Drive

Brookfield, WI 53005

(720) 468-0030

BendyBodies.org

OFFICE POLICIES AND PROCEDURES BENDY BODIES, LLC

EDUCOACHING SERVICE AGREEMENT

EduCoaching, a unique process developed by Dr. Bluestein, combines personalized information with one-on-one coaching. **EduCoaching** enables individuals worldwide to benefit from Dr Bluestein and her team's expertise from the convenience of their own home. Through **EduCoaching**, you are provided information and guidance to help you self-manage your condition. You will learn how to advocate for yourself more effectively in healthcare settings. Dr Bluestein and her team empower you to receive better healthcare from your own medical team, coach you through the health, dietary and emotional aspects of these conditions and provide specific suggestions for improving the quality of your life.

If you choose an option that includes Peer-to-Peer consultation, you authorize Bendy Bodies, LLC to speak with members of your treatment team on your behalf. Bendy Bodies, LLC may consult with other providers or specialists remotely via video or phone.

Potential benefits of remote services include:

- Convenient access from a location of your convenience
- Protection against the transmission of Covid and other communicable illnesses
- Improved quality of care with clinician-to-clinician communication
- Access to an internationally recognized specialist from anywhere in the world

Inherent in the use of these services are technological risks of disruption to the call or video connection and other technical difficulties. You or Bendy Bodies, LLC may discontinue the session if either of you determine those technical difficulties are too disruptive to continue.

We take strong precautions to safeguard your privacy. Nevertheless, there is an unavoidable risk of unauthorized access when sending/ receiving PHI (Personal Health Information) electronically (for example, via a video feed). You are solely responsible for ensuring privacy and confidentiality on your side. Bendy Bodies, LLC recommends conducting the session in a private space where others cannot overhear the conversation or see private information on the screen. We do not record (voice or video) these sessions, but Bendy Bodies, LLC will make notes in their secure record keeping system. Audio and/or video recording of sessions is not permissible unless the client has been granted written permission by Bendy Bodies, LLC.

Personalized Educational Coaching sessions (EduCoaching) are available worldwide. Coaching services are for educational and informational purposes only and do not take the place of medical care to diagnose or treat a medical condition or disease. The information provided during **EduCoaching** does not establish a doctor-patient relationship between you and Dr. Bluestein.

EduCoaching sessions are not a substitute for medical care. If you need urgent care, call 911 or go to the nearest emergency care facility.

Dr. Bluestein becomes your coach and educator, empowering you to live a healthier more fulfilling life. **You will NOT become a patient of Dr. Bluestein's; therefore, she will be unable to provide you with prescriptions, lab orders, or imaging orders.**

PAYMENT:

All appointments must be paid in full at the time of booking.

NO SHOW AND LATE CANCELLATION POLICY:

Any appointment cancelled more than one business day ahead of the scheduled time may be rescheduled free of charge. The amount paid at the time of booking may be applied towards a future appointment. Cash or credit card refunds will NOT be given. Any no-show

or cancellation less than one business day prior to the scheduled appointment time will not be refunded or rescheduled.

LATE ARRIVAL:

If you are late for your scheduled appointment time, you will be seen for the remainder of your scheduled appointment time and billed for the entire appointment.

MESSAGING:

Our priority is to provide the best service possible. As such, we have found that all follow-up questions and other issues are best served with direct discussions via an appointment. Portal messaging is intended only for simple, logistical issues. If you have an urgent or emergent matter, please go to the closest emergency department or urgent care. Other situations or questions are addressed at appointments only.

LETTERS:

If you need a letter drafted, these may be done during appointments. You may draft the letter yourself to reduce the provider time required. We will then edit the letter if needed, print the letter on Bendy Bodies, LLC letterhead and email it to you.

OUTSIDE CONSULTATIONS:

Medical providers or staff:

When a peer-to-peer consultation is selected, Dr. Bluestein will discuss your case by telephone or video with an outside medical provider so long as the conversation is initiated by the outside provider and they provide a convenient way to access them (i.e., cell phone or email). By signing this document, you consent to Dr. Bluestein's reply to an outside provider's email or phone call on your behalf and understand and accept that email is not 100% secure and there is some risk of a data breach. If you do not wish for Dr. Bluestein to respond to an outside provider, please let us know in writing.

Non-medical personnel:

If you request Dr. Bluestein perform a consultation with an attorney, school staff, or other non-medical personnel, these will be scheduled as an **Educoaching** session and charged accordingly. These consultations must be approved and initiated by the client or legal guardian. By signing this document, you consent to Dr. Bluestein's reply to any outside provider's email or phone call on your behalf and understand and accept that email and telephone communication are not 100% secure and there is some risk of a data breach.

MEDICAL RECORDS RELEASE:

You are responsible for obtaining your medical records from other health care providers/facilities. Completing a HIPAA authorization form may be required to share medical records from another physician or office with Bendy Bodies, LLC. Please contact your other health care provider to obtain the records that you believe are pertinent to your EduCoaching through Bendy Bodies, LLC.

RECORDINGS:

Visits may NOT be recorded without the written permission of the Bendy Bodies, LLC.