



LYMEXICO
DR. OMAR MORALES

LM Clinic Policies, Procedures & General Information

Thank you for choosing LM. We realize that you have a choice in medical providers, and are pleased that you have chosen to seek care with us. The staff at LM strive to exceed expectations in care and service in order to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. In order to do so, we have implemented office policies & procedures. With these regulations, we are able to better utilize available time for our patients in need of medical care. Please feel free to contact our office if you have any questions regarding our policies.

CLINIC ADDRESS: Biomedical Center, Avenida Los Tules 140, Col Diaz Ordaz; Across from Plaza Caracol.

CLINIC HOURS: Our office is available Monday-Friday 8:00am to 5:00pm, Saturdays 8:00am to 3:00pm and may be reached at +52 1 (322) 293-6161.

CLINIC EMERGENCY LINE: This line is used for emergencies ONLY +52 1 (322) 130-7938. These kinds of emergencies include: Complications related to nurse care – i.e. issues with catheter, IV infiltration, nurse punctuality/attendance.

MEDICAL EMERGENCY LINE: This line is used for medical emergencies that are related or not to treatments. On-Call Doctor is Dr. Marquez ER Specialist +52 1 (322) 102-3324. Please be aware that the price of an emergency consult with Dr. Marquez is \$100 USD, which includes emergency 24-hour/7 days a week assessment and hospitalization if needed. Follow up emergency care is \$40 USD/day, which includes 24-hour/7 days a week monitoring of vital signs and communication with ER specialist.

VMC HOSPITAL (Emergencies): **Please state you are a patient of Dr. Omar Morales and hospital staff will contact him accordingly. Their address is Avenida Los Tules 136, Col Diaz Ordaz; Across from Plaza Caracol and next to the Biomedical Center.

APPOINTMENTS: LM is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to arrive to all appointments at least 15 minutes prior to scheduled time. While we do our best to schedule appointments appropriately and give all of our patients the time they deserve, changes to treatment plans can and do occur. For this reason, we kindly request your patience and understanding should a change or rescheduling of a treatment become necessary.

- **Schedule:** During your first week of treatment, staff will prepare you a printed schedule, which will show treatment start time each day and indicate your final day of treatment (in accordance to you and your departure date). Until you receive this schedule, staff will inform you of your appointment time each day.
- **Punctuality:** We appreciate your punctuality with regards to your appointment/treatment start hour. Please be aware that if you arrive early, you may be asked to wait downstairs in the reception area as nurses may be preparing treatments. Also, please be aware that sometimes there may be a waiting period as treatments can also run behind at times.
- **Late/No Show Appointment:** In order to be respectful of the medical needs of our patients, please be courteous and call LDM promptly if you are unable to attend and/or will be late to an appointment. You may be charged an administrative fee of \$25 USD billed to your account if you continually arrive late to appointments.

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- **Home Care Appointments:** Please be aware that certain treatments may occur post-clinic hours due to dosage/timing of medications. In the event of this, a nurse will be sent to your place of residence at a specific time. *Please note nurse may arrive 30 minutes prior to scheduled time to prepare application of treatments. An additional charge of \$35 USD will be applied to these treatments.

CHECK-IN: Please inform the receptionist at the main lobby upon arriving for appointments/treatments. They will inform the LM staff who will come down and escort you to the clinic upstairs.

- **Elevator:** The elevator can only be operated by our personnel. Please ask for assistance if you need to use it.

RELATIVES: One (1) person (friend or relative) can accompany the patient during treatments. Additional relatives or friends will be asked to wait downstairs in the main lobby.

IV TREATMENTS: For IV treatments and shorter treatment days, you will be assigned a recliner chair in the common infusion area. For longer treatment days or more complex procedures, you will be assigned a private room.

ADDITIONAL MEDICATIONS: At times, patients require additional medications during treatments to alleviate possible unpleasant side effects – ie. nausea, headaches, heart burn, diarrhea etc. We are happy to provide these types of medications. Please be aware that these will be added to your bill. Advil, Alka Seltzer Gold and Claritin are always available and complimentary.

RECLINER CHAIRS: The use of recliner chairs is EXCLUSIVELY for patients only. Relatives or friends must use bench seats in common area.

BREAKFAST: Please have a good breakfast before arriving to the clinic to start treatments. Water, tea, juice, coffee, and cereal bars are the only allowable food/drink items allowed inside the clinic. NO PERISHABLE FOODS CAN BE TAKEN INTO THE CLINIC OR EATEN DURING TREATMENTS (i.e. soup, prepared meals, etc). *If you are having a long treatment day, please arrange having a break with nurses for you to have a snack/meal which can be kept in refrigerator or eaten downstairs.

TRASH: Please put the trash in the white bag containers. The red bag containers are only for biological waste.

CALLS: If you are to receive and or make personal phone calls while in common area, please ask nurse if there is a room available to respect other patients receiving treatments in the facility.

GOLDEN RULE: We maintain a respectful environment for our staff and patients. Please take this into account when communicating with them. LM has a zero tolerance for abusive behavior and cursing. Remember treat others as you would like to be treated. We know treatments are rough, but remember we are here to help you.

- **Staff Roles:** Each member of the clinic has a position. Please note what each person does to ask the appropriate member of the staff a particular question.
 - *Monica Torres, Office Supervisor:* Patient Billing. PLEASE BE AWARE THAT THE DOCTOR OR OTHER STAFF MEMBERS WILL NOT DISCUSS INVOICING AND PAYMENTS. If there are questions and concerns, please direct them to Monica who will work with the clinic director, and they will be addressed promptly.

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- *Ani Lee, Clinic Director:* Overall supervision of clinic and staff. All matters pertaining to billing and patient/clinic coordination can ultimately be addressed with the clinic director.
- *Enrique Sanchez, Apheresis Technician:* Oversees and administers all apheresis and transfusion treatments.
- *Marcela Quezada, Arecely Salcedo, and Sulema Sandoval, Nurses:* Administer all daily treatments in clinic and, oftentimes, in patient's home.
- *Luis Fonseca, Lab Processing Technician:* Administers and processes microscopy examination and analysis.
- *Dr. Mauricio Rentería, Supervising Physician:* Oversees all daily treatments in clinic to ensure all patients are being medically attended to, and all questions/concerns are addressed during treatments.
- *Dr. Omar Morales, Treating Physician:* Oversees all activity and is the medical director of clinic. You will have two private consults with Dr. Morales at the beginning and end of your treatments as well as at least one round per week where you can discuss your concerns, feedback etc. Should you have any pressing questions that need to be addressed between these times and that you are certain staff members cannot assist with, please fill out one of our notecards and the message will be passed along to the doctor. Please note that a response time can sometimes take up to a day depending on the doctor's schedule that day.

SURGICAL SHOE COVERS: Upon entering the clinic, we require patients and visitors to wear provided surgical shoe covers, scrub caps, and a surgical face mask. You will find these at the entrance of our clinic. This is crucial in prevention of infection transmission, and it is for your safety as well as the safety of others.

FORMS/LETTERS: We understand that, at times, various forms or letters may be required to assist you with your healthcare needs. The staff at LM will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming, please allow 7-10 days for completion of requested forms/letters.

PAYMENTS: *Please note we have recently implemented a new payment policy as well as updated our price list. Once your treatment plan and schedule are finalized, we require half of your bill to be paid before your first day of treatment. If you do not complete this transaction, LM will pause treatments until payment is completed. We then require 25% of your final bill to be paid at the beginning of your second week, and the remaining 25% to be paid the following week. Regardless of length of stay, the final bill must be paid in full one week prior to your final day of treatment **NO EXCEPTIONS**. The final consult will not occur until payment is made in full. A credit can be applied if there is any final discrepancy. Please allow 7-10 day processing for credits.

*We require payment via wire transfer, check or credit card. However, please bring sufficient number of personal checks in the event that there are technical issues with wire transfers and/or credit card processing.

FASTING & LABORATORY INDICATIONS:

- **Vascular Catheter Insertion and Stem Cell Procedures:** If procedure will be performed in the morning, fasting is required all night and next early morning (Last meal should be dinner no later than 10pm; afterwards, please do not consume food nor water).
 - If procedure will be performed in the evening, fasting is required 8 hours prior to procedure (Please do not consume food nor water).
- **Microscopy:** Fasting is NOT required for this test.

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- **Blood Laboratory Tests:** Please ask medical staff if fasting is required for the laboratory test(s) to be performed.
- **Urine & Stool Samples:** Urine sample needs to be collected from first urination in the morning (mid-stream). Stool and urine samples are required to be delivered to laboratory within 40 minutes post-collection.

GENERAL INFORMATION:

- **Food Delivery:**
 - *PVR Express* (Food, Medication, Groceries and More), +52 1 (322) 225-5001
 - *Suggestion: First, call restaurant, pharmacy or business and ask if item is available and total to be paid (can google business phone numbers). Second, call PVR Express and place order. They will come to your place to pick up cash. They will then go to establishment to pick up order and deliver to you (this service usually takes about 2 hours).
 - *Dish2go* (Restaurant Delivery), +52 1 (322) 223-0930
 - *Order can be placed online www.dish2go.com.
 - *Organic Select* (Market/Food Delivery), +52 1 (322) 222-1015, Calle Francia 196 in Versalles neighborhood (*about 5 min away from clinic).
 - *Order can be placed online www.organicselect.com

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