

Dear Patients,

We would like to begin this year's annual update by expressing our sincere appreciation to you for trusting us for your healthcare services.

We are NO LONGER accepting EMAILS as this is not considered a secure manner for transmitting personal health information. The preferred method of online communication with our office is through Patient Portal. Many of you are already regular users of the patient portal. If you have not signed up yet and would like more information or to sign up, please talk with Nada at the front desk. The patient portal allows you convenient access to your office visit summaries, test results, account balance, and to request medication refills, send messages to or receive messages from the office. The Patient Portal is FREE and is provided through our electronic health record system eClinicalWorks. Please take advantage of this great tool.

If you have not checked out our website www.yourdockares.com you are missing out on lots of useful information such as: office policies, hours, and directions; registration forms; health education materials; and links to other valuable resources.

We continually strive to provide you with outstanding healthcare services. Please consider taking a few minutes to give our practice some valuable personal feedback about how we are doing at meeting and/or exceeding your expectations. This can be done by rating us on *Yelp*, *Healthgrades.com*, or *Vitals.com* or by adding your comments directly through our website.

The 2017 Annual Convenience Fee will remain at \$50 per person.

This fee helps our office offset some of the following services that we provide on your behalf that include: contacting your insurance company to request and complete prior authorization forms for medications and tests such as MRIs, CT scans, stress tests or sleep studies; copying medical records for medical insurance audits and life insurance applications; personal requests for copies of medical records or test results; letters written to employers, medical specialists, or other personal medical record releases. Insurance carriers continue to increase the amount of time physicians and their staff must spend completing necessary documents, audits and pre-certifications for patients. If you choose to opt out of the annual fee, we will find it necessary to charge you for each extra service that is requested from you or for you from an outside source that must be completed separate from an in-office visit.

It is our sincerest wish that you and your family are blessed with excellent health in 2017 and beyond.

Abdallah Karam, MD

Debi, Donna, Lisa and Nada

Signature _____ Date _____