

Calabasas Medicine Group Guidelines & Office Policies

Concierge Membership & Services

- Enhanced access to Dr. Cohen, expedited appointments, and personalized care coordination.
 - Membership does not cover all services. Vitamin wellness program and IV infusion therapy are optional services and billed separately.
 - Insurance is not billed for concierge services.
 - Insurance is billed for televisits and office visits. Copays and deductible are billed for traditional visits.
 - Any patient may cancel their concierge membership service at any time, please notify us 30 days prior to cancellation. A prorated amount will be refunded.
 - If your concierge membership payment is more than 14 days late and no prior arrangement has been made with our office, we reserve the right to discontinue the concierge portion of your care. In such cases, we will continue to provide non-concierge services for a period of 30 days to allow you to transition to a new provider. It is the patient's responsibility to arrange care with their new doctor within this 30-day period. Upon request, we will provide referrals to up to three physicians.
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Office Hours

- Monday – Thursday: 8:30 AM – 4:30 PM; Last appointment: 3:30 PM
 - Friday: Dr. Cohen sees patients until 12:00 PM; Nurse visits are available until 4:00 PM
 - Office visits: 45–60-minute appointments
 - Televisits: 30-minutes appointment
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Medication Refill Policy

- Routine Refill Processing Time: All medication refill requests are completed within 2 hours on weekdays.
 - Refill Duration: Medications may be authorized for up to 6 months. A follow-up appointment is required after 6 months for continued refills.
 - Controlled Substances: These require an in-person follow-up every 90 days.
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Weekend and After-Hours Policy

- Weekends are for **urgent issues** only (i.e., New or worsening symptoms, Chest pain, Abdominal pain, Fever, Shortness of breath, Infection, Falls/head trauma).
 - True Emergencies After Hours, contact Dr. Cohen directly via mobile phone (not the office line).
 - Non-urgent issues (e.g., refills, referrals, questions about supplements, online articles, appointment scheduling) are handled during business hours.
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Communication Protocol During Office Hours

- Call or email during office hours. Dr. Cohen does not carry a mobile phone during office hours. For emergencies, notify staff immediately so Dr. Cohen can be alerted.
 - Email Response: Dr. Cohen responds within 1-2 hours, 8:00 AM – 9:00 PM.
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Upper Respiratory Symptom Protocol

Patients presenting symptoms such as cough, sore throat, or congestion will be seen in the outdoor corridor/patio to reduce infection transmission. Visits include a complete examination by Dr. Cohen and a respiratory virus panel swab (PCR testing).

Office Policies

- Cancellation/Changes & Late Policy: Please provide a minimum of 24 hours' notice for appointment changes or cancellations.
 - Specimen Drop-Off: Use labeled trays.
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I understand and agree to the above.

Signature: _____ Date: _____