

## OFFICE POLICIES & PROCEDURES FOR PATIENTS

### NEW PATIENT APPOINTMENTS:

Please allow approximately 1 ½ hours for this appointment. During your first visit we will be conducting a detailed consultation and evaluation of your medical concerns and a physical examination. Because of the length of time we have reserved for you, please call the office at least 48 hours in advance to reschedule or cancel an appointment. This would enable another patient to be seen. **We do charge a missed appointment fee of \$125.00 and will require that you give us a credit card that we keep on file to secure your appointment time.**

### FOLLOW-UP APPOINTMENTS:

In order to help you on your path to wellness, we recommend every new patient to schedule a Nutritional Consult within a few days of your initial visit. This is an invaluable visit which will help you make positive lifestyle changes and understand how your supplement regimen and food choices have a great impact on your health and well being. Making these changes can be difficult and challenging at first and this appointment will help you achieve your goals.

Follow up appointments are scheduled 3-4 weeks after the first appointment. This is the time to discuss test results and to discuss the protocol and make any changes if necessary. The 3 visit process (i.e. the first initial visit, the nutritional consult, and the follow up visit) is the best way to get you on track with your protocol and to making a real difference in your health.

### MISSED APPOINTMENTS:

It is understandable if life circumstances cause you to reschedule your appointment. Please **cancel or reschedule** your appointment **48 hours prior** to your scheduled time. We do not double book. As your appointment time is set aside specifically to focus on your individual needs, it impacts our office if cancellations occur in less than 48 hours. **One missed appointment is understandable in emergency situations, but more than one missed appointment will assume a \$50.00 missed appointment fee for follow up appointments. With repeatedly missed appointments, it may be difficult for us to continue care. NOTE: If you arrive more than 10 minutes after your scheduled appointment time, it may be necessary to reschedule, or your visit time will be shortened accordingly. Please call us if you are running late.**

### LAB PROCEDURES AND RESULTS:

- Fasting blood work requires that you have nothing by mouth after 10:00 PM besides water. (A small amount of coffee with no cream or sugar is allowed).
- Use of your prescription medications will not affect the test. Blood should be drawn by 8:00 AM to obtain the correct levels.
- If using an outside lab, arrive at the lab no later than 7:30 AM to allow for registration. If labs are being done here, please make sure an appointment has been scheduled.
- Bring your lab order and any additional testing kits with you to the laboratory.
- Allow two full weeks for the results to arrive at our facility.
- Our staff will inform you either by letter or phone call when they are in. In order to ensure the best understanding of your lab results, **we will schedule a follow-up appointment. Our staff is not allowed to discuss these results over the phone.** Therefore, we ask that you wait until your appointment to request a copy of your labs to avoid any confusion about the results.

### **NUTRITIONAL SUPPLEMENTS:**

Nutritional supplements can be refilled by calling our office prior to pick up, or can be shipped directly with a credit card payment. Please allow 3-5 business days from the time you order to the time you receive it. **There is not a need for an office visit to refill nutritional supplements.**

**Supplements cannot be returned after 7 days of purchase date. Only unopened supplements will be refunded at full price. Unfortunately, opened supplements cannot be returned.**

### **PRESCRIPTION REFILLS:**

Refills of prescriptive medications require at least a 48 hour notification. **Please ask your pharmacy to fax our office a refill request at (407) 370-4774.** If you have not been seen in our office within 3 months, prescriptions will not be refilled without an office visit.

### **TELEPHONE CONSULTS:**

Telephone consults will be billed at the rate of \$150.00 for a 30 minute follow up.

### **PHONE CALLS:**

Due to increasing patient volume, we are finding it difficult to address the volume of phone calls we are receiving. Phone calls pertaining directly to your recent visit which require 1-2 minutes will be answered. Please understand that often the schedule is full and non-emergency calls may not be returned until after 5:30 PM or the following day. **More complex discussions will require a follow up appointment. If needed, a phone consult can be scheduled and will be billed at the rate of \$75.00 per 15 minutes. Please be sure to schedule an office visit or a phone consult.**

### **FOR OUR IV PATIENTS:**

For our chelation and IV patients, our nursing staff prepares the infusion bags on the morning of your appointment. Please **cancel 24 hours prior** to your appointment to avoid incurring a charge of \$50.00 due to the wasted bag. We do not call to confirm these appointments. Please schedule your next IV when you check out. We have to be sure that we can accommodate you at the time you wish to come.

### **INSURANCE FORMS:**

We are non-participating providers for **all** insurance companies. We do not bill Medicare or any other insurance company. We will give you a receipt with CPT & Diagnosis codes, the 1500 form, and the encounter form which enables you to bill the insurance company directly. We do not handle requests or inquiries from insurance companies.

### **ADDITIONAL PAPERWORK:**

Any additional paperwork that you may require completion of by the Doctor or by a member of our staff, will be billed \$25.00 for every 15 minutes spent on it.