



Institute for  
Health and  
Wellness

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To better accommodate our growing practice we have implemented the following policies to ensure that your time with us is a pleasant experience. To better understand our office, please review the policies below.

**OFFICE HOURS:** Monday – Thursday 9:00 – 4:00. Our office is closed 12:20 – 1:20 for lunch as well as Fridays and all major holidays.

**URGENT CARE:** For problems occurring after regular office hours, please call our after-hours line at 832-596-4779 and leave a message for the answering service. The answering service will then contact the physician and return your call as soon as possible. Please note that refills can not be authorized after hours, Fridays or weekends as we do not have access to your chart.

**RECEPTION ROOM:** Please do not leave children unattended in the waiting room. We also request that there be no outside food or drinks. We have water available.

**BILLING:** Payment for all appointments, procedures or products is due in full at the time services are rendered. We accept cash, checks, MasterCard, Visa, Discover, American Express, Care Credit, HSA and FSA. A \$35 fee will be charged on any insufficient or returned check or credit card.

**PAYMENT PLAN:** We do accept payment plans thru Care Credit with 0% interest for 6 months. Apply at [www.carecredit.com](http://www.carecredit.com).

**INSURANCE:** We do not accept any insurance for services provided at our facility. We do not file insurance claims nor do we have anything to do with the claim process. We will however, provide you with a Super Bill including all codes necessary for you to file a claim with your insurance company for direct reimbursement. Please note that reimbursement is NOT guaranteed and is subject to your insurance plan. In the event your insurance requires you to use a contracted lab for your blood work to be covered *it is your responsibility* to notify us and we will send you to the appropriate lab for your blood draw. Please note that if you have a high deductible to meet or prefer not to use your insurance we offer lab work at a discounted rate.

**REFUNDS:** During the course of the evaluation if it is discovered that you are ineligible for treatment due to medical contraindications *you will be responsible for half of the evaluation fee and all administered procedure charges.* In the event you are cleared for treatment at a later date the remaining evaluation fee will be required before treatment will be prescribed.

**REFERRALS/AUTHORIZATIONS:** Certain medical conditions may require a written treatment authorization from another health care provider before starting or continuing treatment by our physicians.

**PRIMARY CARE NEEDS:** Our facility is NOT capable of providing primary care services. You will need to continue with or secure a primary care provider for all medical needs other than hormone replacement therapy. We may make recommendations for other health conditions however we suggest that you continue working with your current physician who prescribed your medications.

**APPOINTMENTS:** Patients are seen by appointment only. Appointments are confirmed by phone 24 hours in advance. This time is reserved just for you. If you are unable to keep your appointment, please let us know in advance so that we may schedule a new time for you.

**FOLLOW UP:** All follow up appointment are scheduled in the afternoons only. After you have become an established patient follow up appointments will be required every 6 months in order to continue treatment. Unless otherwise specified by the physician.

**PHONE VISITS:** We offer phone visits for all follow up appointments if desired. Many patients find this service to be more convenient for them than coming into the office. A nurse will simply contact you prior to your appointment to get all the information needed for the physician and to collect payment information. The visit fee remains the same as an office visit. The physician will then call you on or after your appointment time depending on the flow of the schedule.

**PHONE NURSE:** If you have questions regarding your condition and/or treatment our experienced and trained nursing staff is available during office hours to assist you. For this, we rely on a messaging system and having a prompt way to reach you. Calls are addressed in the order they are received and every effort is made to address your concerns the same day of your call. However, some questions may require input from the doctor and may not allow contacting you until the next business day. Messages received after 3PM may not be returned until the next business day. If we are unable to reach you when returning your call and must leave you a message, please carefully listen to the entire message before calling the office again.

**WALK-INS:** In order to provide extraordinary guest service to all of our guests, walk in questions are not advisable. Please call and leave a message for the phone nurse and your concern will be addressed as soon as possible. Due to booked schedules we are not able to accommodate walk in appointments.

**PRESCRIPTION REFILLS:** Prescriptions and refills will be authorized during our normal office hours Monday through Thursday only. It is your responsibility to contact your pharmacy 72 hours in advance for your refills. Once your pharmacy contacts our office, a routine prescription refill will be faxed in within 24 hours. If no refills remain on your bottle please contact your pharmacy and have them request your refills. If there has been a recent change in your medication do not request your refill by the refill number on your bottle or the pharmacy will refill the old prescription that does not reflect the changes in your treatment. Refills are dependent upon current lab work and follow up appointments. No refills will be made after normal office hours.

**SUPPLEMENTS:** Please call and notify our office if you would like to pick up supplements so that we may ensure they are in stock. We are able to ship them directly to you upon request. You may also use the direct shipment option through Xymogen or Designs for Health. Contact our office for more details.

LAB ORDERS: Lab work is required every 6 months in order to continue treatment. If you would like to get your labs done prior to your follow up appointment you may request the order from our office 2 weeks in advance. We send all orders electronically to the lab and we are happy to fax or mail you a copy of the orders as well. We request that you have the blood work done within 2 weeks of receiving the order. In the event your insurance requires you to use a contracted lab for your blood work to be covered *it is your responsibility* to notify us and we will send you to the appropriate lab for your blood draw.

TEST RESULTS: Every effort is made to communicate your test results to you in a timely manner. Please allow 6 to 8 business days for us to receive the results, to allow the doctor to review them and make recommendations. The nursing staff will call you and go over your results with you by phone. If you have a follow up appointment scheduled within 3 weeks the results will be reviewed with you by the doctor at that time.

ABNORMAL LABS: In the event that a lab value is abnormal the physician may request that you have additional testing before offering treatment adjustments. A new lab order will be given to you and you will need to have your blood drawn again as soon as possible. This lab order will generally only recheck the abnormal finding and is separate from the "routine" labs done at most follow ups. Please do not delay in having any abnormal values rechecked when asked.

MEDICAL RECORDS: Your medical record is strictly confidential. Your prior written authorization is required for the release of your information. You may contact our office for the appropriate request form. Please allow up to 15 business days to prepare/send copies of your record once we receive your signed request form.

OFFICE EMAIL: Due to privacy laws concerning unsecured devices we are not able to address personal health concerns via email. Instead please contact our office during normal business hours and we will be happy to address your needs. You may access your personal health records and securely communicate with our office through our Patient Portal. Contact our office to gain access to the patient portal.

FAMILY/SIGNIFICANT OTHER: While we understand that your well being is a top priority to your loved ones, due to privacy laws we are unable to discuss your treatment with them without your prior written authorization. Contact our office for the appropriate release form. To prevent confusion we also request that we speak directly with you regarding any medical issues or concerns you may have.

*I have read and understand the above policies of this practice. I also understand that these policies are subject to change with or without notice.*

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Signature of Patient/Guardian

\_\_\_\_\_  
Date

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Printed Patient Name

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Date of Birth