

# **Center for Preventive Medicine**

## **Office Policies**



### **FRAGRANCE FREE OFFICE**

Please refrain from wearing or using perfumes, colognes, scented lotions or any other scented products when coming to our office. Please notify anyone who will accompany you of the no scent policy. Scent can cause a variety of adverse reactions for people who suffer from allergies, asthma, chronic ailments, chemical sensitivities and respiratory problems.

### **MEDICARE**

Gail Vanark has opted out of Medicare. If you are on Medicare you will need to sign a contract required by Medicare. We will provide that contract. It is your responsibility to notify us if you are on Medicare or if your status changes and you go on Medicare.

### **FINANCIAL**

Payment in full is expected at the time of your visit and/or request for supplements. We accept checks, MasterCard or Visa. Our office is not contracted with any insurance companies and we are considered an "out of network" provider. We do provide all of our patients with a health insurance claim form to submit to their insurance carrier for possible reimbursement. Many of our patients do receive reimbursement; however we recommend patients call their insurance company to gather that information.

### **PAPERWORK FEES**

We devote a significant amount of our resources to pre-authorizations, disability paperwork, patient letters and other costs associated with your care outside of the visit. We charge for those services and will notify you of such costs prior to any costs incurred. \* With exception of emergencies, we require at least 2 weeks to copy or forward your medical records \*

### **MISSED APPOINTMENTS (phone appointments or in office visits)**

A Patient may be discharged after 2 missed appointments. We do require 24 hours notice if you need to cancel your appointment. If you do not provide adequate notice, there will be a \$50.00 missed appointment fee.

## **TEST RESULTS**

Test results are given at the time of your follow up visit, and will be interpreted for you by the provider at that time.

## **SUPPLEMENT OR PRESCRIPTION REFILLS**

We require at least 24 – 48 hours notice for prescription refills. Please make your request by 3:00 pm during normal office hours. If a request is made on a Thursday, your prescription may not be called in until Monday of the following week.

## **RETURNING SUPPLEMENTS**

Returns for supplements are accepted within 60 days of purchase, and provided that the supplement is unopened in its original packaging.

## **FOLLOW UP VISITS**

If you are on a treatment protocol and your practitioner request a monthly or bimonthly follow up visit, it is very important to schedule far enough in advance to secure an appointment, and then to keep that appointment. The practitioner considers the level of risk and complexity to determine the length of time between follow up visits. Your compliance is integral to maintaining the level of monitoring that assures the best implementation of your protocol. A patient can be discharged if they do not maintain their visit schedule.

## **LATE POLICY**

If you are 10 minutes late for an appointment, the appointment will be considered a missed appointment, and you won't be seen. When a patient arrives late for an appointment, it throws off the schedule and other patients have to wait.