

# WHOLE HEALTH SOLUTIONS

## POLICIES FOR PATIENTS

### OFFICE HOURS AND APPOINTMENTS

Office hours are Monday through Thursday from 8am to 5pm, and Fridays from 8am to 12 noon. We draw blood from 8am to 9am, and are closed for lunch from 12 noon to 1pm. All visits are by appointment only. New patient visits and annual physical examinations may last up to 80 minutes. Routine office visits may last up to 55 minutes.

### APPOINTMENT NO-SHOWS

Scheduled time with our professional staff is considered to be extremely valuable. They have set aside their time each day to be available for you. In all fairness to our staff and other patients who may be on a waiting list for an open appointment, we ask that you respect this policy. If you find it necessary to cancel or reschedule your appointment, please contact our front office as soon as possible. Appointment cancellations are required at least 24 hours in advance, and by Friday for Monday appointments. If you fail to keep a scheduled appointment without notifying us in advance, charges will be added to your bill at the rate of \$35 for office visits, and \$100 for physical examinations. This charge is the responsibility of the patient and is not covered by insurance or co-pays. Patients arriving more than 10 minutes late for a scheduled appointment may need to be rescheduled.

### BILLING POLICY

Whole Health Solutions operates on a cash basis with payment for treatment being due on or before the time the service is provided. We accept Cash, Personal Check, Visa, or MasterCard.

### INSURANCE REIMBURSEMENT

Whole Health Solutions does not participate with insurance in any manner, and is considered an “out-of-network” provider. We do not file charges directly with any insurance carrier. Patients will be provided with the itemized billing statement with the procedure codes for all office visit charges for possible reimbursement from their insurance carrier. It is the patient’s responsibility to understand whether and what charges may be covered by their insurance, and to file charges with their insurance carrier directly.

### MEDICARE REIMBURSEMENT

Whole Health Solutions **does not** participate with Medicare. Our office has chosen to “opt out” of the Medicare program. Therefore, **we will not file any charges with Medicare**, and **YOU CANNOT RECEIVE ANY REIMBURSEMENT FROM MEDICARE FOR ANY CHARGES INCURRED AT WHOLE HEALTH SOLUTIONS, PA.** In fact, it is illegal for Whole Health Solutions, PA or you to submit bills for reimbursement from Medicare. Prior to undergoing any services at Whole Health Solutions, all Medicare-eligible patients must sign a contract acknowledging that no charges will be filed for them with Medicare, and that secondary insurance companies will most likely deny payment for all of our services as well. Several of the lab companies that we utilize do file with Medicare; therefore Medicare may cover a portion of your lab charges if they are considered to be “medically necessary”. Please understand that this is determined by Medicare, and not by us.

### INTEGRATIVE MEDICINE, COMPLEMENTARY AND ALTERNATIVE THERAPIES

At Whole Health Solutions, we integrate conventional allopathic medical therapies (medication or surgical treatments) with complementary and alternative therapies from many healing systems. It is understood that some of these (“diagnostic”) or (“therapeutic”) treatments may not be considered conventionally accepted (allopathic) medical treatments but that the physician believes a specific treatment may be of potential benefit to the patient. While some of these therapies may have been utilized for thousands of years, not all of them have had randomized, double-blind, controlled trials to research their effectiveness and safety. Because of the cost of such studies, some are unlikely to be studied. Some of the therapies are better suited to other types of research. It is our policy to inform you about treatments, their effectiveness and possible adverse reactions so that you may make an educated decision about whether the treatment fits your personal health philosophy and needs. It is your responsibility to dialogue with your healthcare provider about your concerns.

### REQUESTS FOR MEDICAL RECORDS

All requests for medical records must be signed by the patient. Requests for copies of medical records, either for personal use or to be sent to attorneys, insurance companies, etc. will be processed at the following rates: No Charge for those sent to your WHS secure email electronically. Medical records will not be released to other email accounts as these are non-confidential and not HIPAA compliant. You may pick up a CD with your records from our office for \$2.00 or have it mailed to you for \$7.00. Paper copies of records are processed at the following rates: \$0.75 for pages 1-25, \$0.50 for pages 26-59, and \$0.25 for pages 51+. Paper copies to be mailed will have postage charges added to this amount. The patient is responsible for these charges at the time of the service, and charges are not covered by insurance plans. Please allow two weeks for processing.

### **MEDICATION REFILL PROCEDURE**

Medication refills should be requested during your regular office visit. Please be aware that as responsible healthcare providers, we will determine if it continues to be appropriate for you to refill a given medication. You must be seen at the clinic at least once per year in order to continue to receive medication refills. If you realize you will run out before your next visit, do one of the following: For WHS online account holders, please use our refill request online. Alternatively, please call your pharmacy and request they fax us a refill request to 919-651-0890 at least one business day before you will need the medication. Telephone orders for refills are the least preferred option and receive lower priority than online account or fax orders, and you will not receive a return telephone call once the prescription has been called to the pharmacy. Our goal is to process refill requests by the next business day. All requests must contain the exact, spelled name of the medication, the dosage, the pharmacy telephone number, and any special instructions, for instance, mail order requirements for a 90-day supply. Please be aware that any controlled substance, such as narcotics and stimulants cannot be refilled online or by telephone. When you notify us of the need for a refill on controlled substances, a written prescription will be placed at the front desk for you to pick up during our usual business hours. Please bring a form of identification.

### **ON-SITE LABORATORY**

Phlebotomy (blood drawing) laboratory services are offered on Mondays, Thursdays and Fridays from 8a-9a by appointment. You should arrive for these labs after fasting since midnight. Do not eat and drink only water or black coffee before labs. Most medications can be taken, however certain medications, such as thyroid or testosterone hormones should **not** be taken that day until your blood is drawn. Often, specialty lab tests can greatly assist our ability to diagnose and treat complex medical conditions. Certain specialty laboratories do not bill insurance, therefore you will need to pay for those services directly to the lab. You may submit the charges to your insurance for reimbursement. In most cases, specialty labs are less expensive if you pay the lab at the time you send the sample. Whole Health Solutions will attempt to inform you of specialty laboratory costs prior to obtaining the specimen so that you may decline. Please be aware that Whole Health Solutions is not responsible for specialty lab pricing, nor your insurance reimbursement. It is the patient's responsibility to understand your financial obligations.

### **SUPPLEMENTS, BOOKS AND OTHER PRODUCTS FOR PURCHASE**

Whole Health Solutions encourages you to know the reasons to use specific supplements. Always discuss everything you take with all your healthcare providers, including effects if pregnant, interactions with other medications, preparation for surgery, etc. Wherever possible, obtain nutrients from a good diet, and understand that higher doses may be needed for treatment. Evaluate your supplements for quality, purity and evidence of effectiveness. Please remember that supplement use may be supported by basic science research but often lacks consensus of large double-blind randomized controlled trails. Research non-commercial websites, such as Sloan-Kettering Cancer Center <http://www.mskcc.org/mskcc/html/11570.cfm>, PDR Health <http://www.pdrhealth.oamindex.html>, and the FDA <http://www.cfsan.fda.gov/~dmslds-info.html>. In addition to the Internet, local retail sources for better quality supplements include: Whole Foods, Harmony Farms, Vitamin Shoppe, Total Health Nutrition Center, and others. Whole Health Solutions provides the highest quality supplements as a convenience to patients, with the knowledge that these supplements are formulated for persons with various food and medication sensitivities, and have been utilized with success in our practice. Like, the retailers mentioned, Whole Health Solutions provides supplements as a retail for-profit service. Supplements purchased here have been researched for exceptional quality and purity, and in some cases, are not available to the general public.

### **URGENT MEDICAL VISITS**

Whole Health Solutions is not a primary medical care facility, and therefore cannot accommodate requests for urgent medical attention. If, as a prudent adult, acting in your own best interest, you determine that your symptoms need urgent medical care, we recommend you go to or call your primary care physician or an urgent care center. It is advised that more serious symptoms, such as chest pain, faintness, shortness of breath, seizures, and other life-threatening symptoms be cared for in an emergency room. At your request, Whole Health Solutions will collaborate in your care with your other physicians.

For less urgent conditions that you suspect are related to treatments recommended during your visits with us, during usual business hours, online account holders may email us securely, or other patients may telephone to request advice. For non-urgent concerns, we recommend that you write down your questions to discuss at your next scheduled visit.

---

Patient/Guardian Signature

---

Date