

## RevitaLife Wellness Center's Office Policies

We would like to thank you for choosing RevitaLife Wellness Center as your medical provider. We have written this policy to keep you informed of our current office policies.

**Office Hours:** Our office is open Monday – Thursday 8:30 am – 4:30 pm, Friday 8:30 – 12:00 pm. Our phones will be on during these times with the exception of lunch hour from 12 pm to 1 pm.

**Appointments:** We see patients by appointment only. We do not accept walk-in appointments. We have a limited number of “same day” appointments available every day. These same day appointments are reserved for sudden illnesses or urgent needs, those spots can fill up quickly so please call as soon as you can. If no appointments are available the receptionist will ask to take a detailed message of the situation, transfer you to the nursing staff to discuss or try to speak with the physician to determine what you should do.

**After hours and emergencies:** For a serious emergency call 911 right away. If you are not sure whether you should go to the ER or wait for our office to reopen you may call the after-hour's phone number (314-497-0074). Please understand that the after-hour's number should only be used if you feel you truly have an urgent/emergent matter. This number will be to the nurse line for triage then if deemed necessary the physician will be paged. Medication requests will NOT be accepted after hours.

**Cancellations:** Please call within 24 hours if you are unable to keep your scheduled appointment. If you have a situation arise close to the time of your appointment and you will not be able to make it please call the office as soon as you can so that we may plan accordingly with other appointments.

**Arriving late or not showing up for appointments:** Please be kind enough to call the office if you are running late for your appointment due to circumstances beyond your control, we will do our best to keep your appointment that day but if too late we may need to reschedule your appointment. If you do not show for your appt. there will be a \$25 charge.

**Running on time:** We know your schedule is busy and that your time is valuable, as is ours, therefore we will do our best to keep our schedule running on time and decrease the length of waiting. Please understand that our physician will give every patient the allowed amount of time to address their needs; however when a patient shows up late or not prepared with information needed at the time of their appointment this can cause us to run behind. If you have been waiting more than 15 minutes please check with the receptionist to make sure you have properly checked in.

**Treatment of minors:** Patients under the age of 18 must be accompanied by a legal guardian on their first visit, at that time we can then obtain proper documentation to allow that minor to be seen in the future without the guardian present.

**Phone Call/messages:** If you are calling the office to speak with a nurse or physician please understand that they are typically very busy with patients and have limited amount of time to take phone calls. In some cases you may be transferred to a nurse's voice mail when leaving messages, please be as detailed as possible, including your full name, date of birth and the best day time phone number to reach you back at. These messages will typically be handled that same day. Please remember when leaving messages with the receptionist or on voice mail that the more detailed the message the easier it is to get you a quicker response. Also understand that there are many patients calling in to our office, as well as our staff making many phone calls to patients – even if we are unable to answer your call it is still important to us, kindly leave a message and wait for us to contact you.

**Test Results:** If you have any diagnostic testing done please allow adequate time for those results to come back to our office and for the physician to review them. Depending on the type of testing it may take longer to obtain those results. X-rays, CT, MRI and ultrasounds for example may take 1-3 business days for results to be received in office. Our office also does a lot of advanced testing for preventative measures and hormones, these tests may take 1-2 weeks to get back. Depending on the type of test(s) ordered the physician may ask you to schedule a follow up appointment to review the results with you in person – these appointments will be subject to co-pay/co-insurance. Most results will not be given over the phone. Some results may be mailed to your home address-please make sure that your address is correct at each office visit.

**Prescriptions and Refills:** The best time to get a prescription refilled is at your appointment. If you need to call for refills do not wait until you run out, all refills require approval from the physician and this may take 1-2 business days to obtain. In most cases it is easier for the pharmacy to request refills for you-we can typically get these approved faster than phone call from patients. Some medications require monthly appointments to get refills and others may only require appointments every 3-4 months. Please be respectful in making and keeping follow up appointments for such refills. Please do not call after hours for prescription refills as there may not be access to your chart at that time. Narcotics or controlled substances will not be refilled afterhours or on weekends. So please do not call for those medications as you will be referred to call the office on the next business day.

**Samples:** We may sometimes offer you samples to help you try out new medications before you purchase them from the pharmacy. Please remember that samples are not a good long term way to keep up with your prescriptions, so please do not rely on sample medications that you will be taking long term. Please understand that we get limited supplies of samples and may not always have the medication you take.

## RevitaLife Wellness Center Financial Policies

A copy of this form will be provided at your request. Please inform receptionist.

We would like to thank you for choosing RevitaLife Wellness Center as your medical provider. We have written this policy to keep you informed of our current financial policies.

**No Insurance\Self pay:** Payment will be due at the time of service. Please call ahead for pricing.

**Insurance:** Although we are contracted with several insurance companies, it is your responsibility to make sure that our physician is in your plan. It is also your responsibility to know your insurance benefits.

As a courtesy to our patients we will file insurance forms from our office. In order to do this we require information from you. We will need all your demographic and insurance information prior to your appointment. We will also request an update on this information approximately every six months thereafter. It is your responsibility to notify us of a change in insurance. We ask that at the time of your appointment you bring your insurance card and photo ID as well as any other forms that will assist in making sure that your claim is filed correctly.

At the time of service you will be responsible for all fees that are not covered by your insurance, including co-pays, co-insurance, deductibles and non-covered services or items received. We strive to be as accurate as possible in calculating your responsibility but, with so many variations in policies and fees schedules, we are not always exact. You may receive a statement from our office for any balance due. For your convenience we accept cash, checks and credit cards. Payments are also accepted by phone.

**Forms:** We are happy to assist you with completing any medical forms, for example; FMLA, physical forms, etc. There may be a charge for completion of medical forms and/or you may be required to schedule an appointment. Payment will be due at the time you pick these forms up. Please allow 5-7 business days for the completion of these forms. Payment for forms must be paid prior to us mailing or faxing forms to insurance, employer, etc. FMLA forms will require an appointment-these forms will then be given to you at completion of appointment.

**Lab Work:** A limited number of lab services will be billed by our office. All other service will be billed by the contracted lab. You may receive a bill from an outside lab (examples include but are not limited to; Quest, Labcorp). Please contact their billing department prior to calling our office as we do not have access to their billing information. There may also be some lab services that require payment up front. The doctor and/or staff will discuss these services and costs with you prior to obtaining any samples. If you have any questions about these services please feel free to ask the doctor and/or staff prior to collection.

**Medical Records:** We will provide you with a copy of your medical records upon request and may require a fee. You will need to sign a letter of release prior to having records copied. Please allow up to 30 days for this request to be processed. We will also provide a copy of medical records to other physicians involved in your care but will need a letter of release prior to sending records

**Returned Checks:** There will be a \$25.00 charge assessed for any check returned by your bank for any reason.

**Billing:** Billing for our office will be handled through our offsite billing office. If you receive a bill on our behalf it is because we believe the balance is your responsibility. Please contact your insurance company first if you think

there is a problem. If you have any questions about your bill you may call our office but please understand that we may redirect your call to the billing office if we are unable to help you. You may also contact our billing office at 800-599-7183. If you cannot pay your entire balance please call to make payment arrangements.

**Collections:** Accounts that are not paid within 30 days may begin our in house collection process. If your balance becomes 65 days old and no arrangements have been made to pay, you will be notified and may be subject to dismissal from the practice.

If you have questions or concerns about anything listed in this financial policy please do not hesitate to ask our staff. Thank you again for choosing RevitaLife Wellness Center.