

Western Medicine Family Physicians Center for Functional Medicine

New Patient Information and Policies

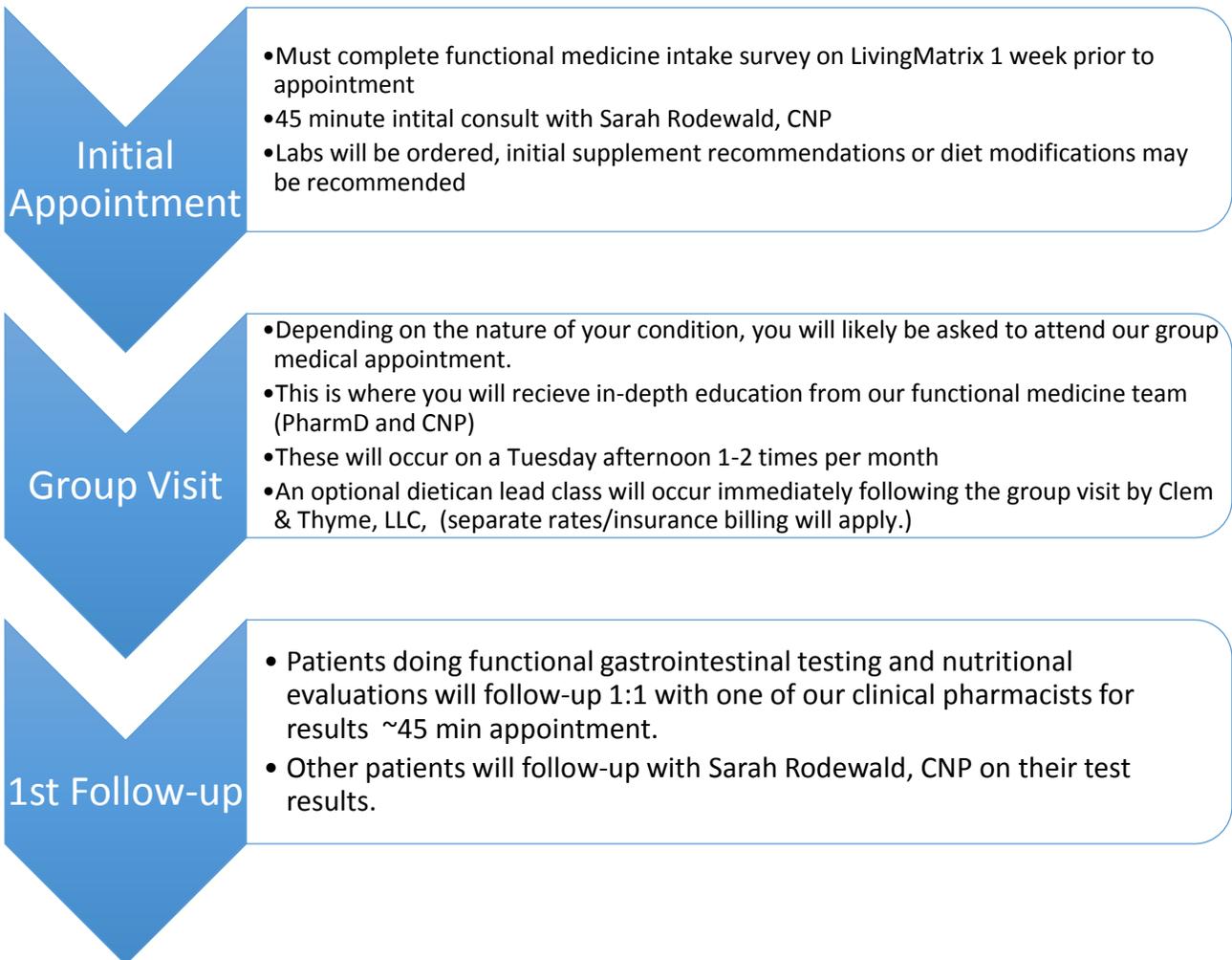
7774 Dayton Springfield Rd.
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937-864-7363

www.westernmedicineinc.com/FunctionalMedicine

Dear Patient,

Welcome to Western Medicine Family Physicians. We are glad you found our office and the functional medicine services we offer. Below is what to expect for treatment as a functional medicine patient here at our office. Please arrive to the office 15 min prior to your scheduled appointments.

What to expect during your first few months with our practice



Ongoing follow-up can occur in Group Visit format or individual visits with any Western Medicine Provider. Your team may ask you to attend more than 1 group visit throughout your journey to health.

Patients with Insurance Fee Schedule

For patients transferring care/establishing care at our practice for family medicine, a referral is not necessary. Establishing care here means that you **DO NOT** intend to see other primary care providers (PCPs).

If you have insurance, and would like to keep your primary care provider, a referral form must be signed by your PCP prior to scheduling your first visit. A referral form is located on our website already filled out for your PCP to sign. This can be faxed back to our office 937-864-5895 or you can have it with you at your first visit. You can not be seen without this form.

Service

Individual Visits	Co-pay/Insurance Patient Responsibility
Group Visit (PharmD and CNP)	Co-pay/Insurance Patient Responsibility
Dietician Individual or Group Visit	Billed via Clem & Thyme, LLC*
Phone Follow-up Visit (not billable to most insurance plans)	15 minutes or less \$50 15 to 30 minutes \$75 30-45 minutes \$100

Patients No Insurance Fee Schedule

This is for patients without insurance.

Service

Functional Medicine Initial Consult Fee	\$185
Group Visit (PharmD and CNP)	\$80.00
Dietician Individual or Group Visit	Billed via Clem & Thyme, LLC*
Individual 15 min to 30 min follow-up	\$80.00
Individual 30 min to 45 min follow-up	\$120
Phone Follow-up	15 minutes or less \$50 15 to 30 minutes \$75 30-45 minutes \$100

*Clem & Thyme is a separate company that uses space in our office, all services provided by Clem & Thyme are subject to their billing rates and policies/procedures. You can find more information at <https://clemandthyme.com/faq-and-pricing/>.

Payment Policies

All patients seen for functional medicine services must put a credit card on file at first visit. This will be charged for any phone visits that are scheduled or if cancellation fee is billed.

Functional Medicine Cancellation Policy

We ask for 24 hours (1 business day) notice if you are in need of canceling or rescheduling an appointment.

Cancellations made with less than 24-hour notice or No Shows will be billed a \$75 cancellation fee. This fee covers our team's preparation research time that is routinely performed previous to each appointment.

If a patient has not given 24 hours' notice of cancellation or has not shown for 2 consecutive appointments, we will require full payment prior to rescheduling. Any additional violations may result in dismissal from the practice.

Also note: If a patient is more than 20 minutes late to an appointment, they will be required to reschedule.

Communication:

Be aware: Email is not a secure form of communication. Patient needs to understand that any health-related information they send or receive via email can potentially be accessed by hackers and other malicious online entities.

General Office Policies & Procedures

Scheduling Appointments: When you need an appointment, we ask that you call our office directly. All “New Patients” will be asked to arrive 30 minutes early to fill out the necessary paperwork prior to your appointment time. Our receptionist will take your basic information and ask you the reason for your visit. It is important that you be on time for your appointment. If you arrive 10 minutes or more late to your scheduled appointment time, you may be asked to reschedule. Each provider will determine whether he or she can still see you without disrupting the flow of the morning or afternoon schedule. Please understand this is for your benefit as well. We understand your time is valuable too and if a patient arrives 10 minutes late it will put all appointments after that late.

Co-pays and Deductibles: It is the policy of Western Medicine, Inc. that payment is due at the time of service unless other financial arrangements are made in advance with our Billing Department or Practice Manager. We require all patients to pay their deductible, copay and/or coinsurance payment at the beginning of each visit.

Missed / cancelled appointment policy: If you have to cancel an appointment, we ask that you notify us 24 hours in advance. We do realize that circumstances may cause you to miss an appointment. However, repeated missed appointments without advanced notice may result in your dismissal from the practice.

Registration: You will be asked to update your patient registration form once a year. You must provide us with your driver’s license or photo I.D. the first visit so we may copy to your chart. These are requirements of the insurance companies. You will be asked to verify your address and phone verbally at each scheduled appointment time. We may ask to see your current insurance card and copy it. We have found that new cards are issued with slight changes to the coverage or group number that is important for us to know.

Referrals: If your physician wants to send you to a specialist or for outpatient testing, it is your responsibility to know if your particular insurance plan requires us to do a referral or prior authorization. (Most HMO plans or Managed Care plans do require this.) We will contact the outpatient facility and/or specialist to initiate the referral process. The facility will then contact you to set up the appointment directly. In most cases, you should allow us 48 hours for this initiation process unless your provider has ordered a test or an appointment STAT.

Wellness Visit or Exam: A wellness exam is a comprehensive preventative exam with your primary care provider for the sole purpose of preventative care. An annual exam does not include discussion of new problems or detailed review of chronic conditions. Annual exams may also be called routine check-ups, yearly exams, an annual pap, or preventive visit.

After Hours Care: In the event that you need to contact our on-call physician after hours or on the weekends, you can do so by calling the on-call phone at (937) 902-7045. The provider on-call is available for urgent matters only. **Please understand that our physician on call will not call in routine medication refills.** If the provider does not answer, please leave your message and he or she will return your call. In case of emergency, you will need to call 911.

Treatment of Minors Policy: Patients under the age of 18 must have a parent/legal guardian present to complete initial paperwork and treatment consent. All minors must have a written parental consent form on file when they are accompanied by an older sibling, babysitter or grandparent or other caregiver. **THIS IS A LEGAL ISSUE**. Without parental consent, the child's appointment will have to be rescheduled. A parent/legal guardian or another adult with the parent's consent must be present when injections/vaccinations are given.

Billing Questions: If you have questions or concerns about your bill or need to discuss payment arrangement options, you can call our main office number at 864-7363 & press 3 to speak directly with someone in our billing department.

Laboratory testing for Cash-Pay patients: As a client with LabCorp, we have established special pricing for our cash-pay patients. You will be expected to pay for all lab tests at the time of your blood draw. A price list is available for the most common tests ordered through this office. However, if there is a special test your doctor wants to order, we will contact LabCorp Client Services to check on the price. You can ask a nurse to provide you with the prices of the tests your doctor is ordering so you will know how much to bring with you that day.

Release/Transfer of Medical Records: The Ohio Revised code 3701.741 states a health care provider may charge a patient or patient's representative the following fees for copies of your medical record unless requested for a Social Security Disability case. We now upload medical records to a cd for you at a cost of \$20.00. You do have the option of a printed copy in which case the following charges will apply:

10 pages or less – No Charge
11-30 pages - \$10.00
31-50 pages - \$15.00
51-65 pages - \$20.00
66-100 pages - \$25.00
101 or more pages - \$35.00

You may choose to pick up your medical records as opposed to paying for postage to mail them to another provider.

FUNCTIONAL MEDICINE INFORMED CONSENT

Regarding Treatment and Care

I hereby request nutritional consultations and functional medicine treatment. I understand that in the practice of functional medicine some treatments are considered “alternative” by the conventional medical community and that there are some risks to treatment. I do not expect the Doctor to be able to anticipate and explain all the risks and complications. I wish to rely on the Doctor to exercise judgment during the course of treatment based upon the facts then known and in my best interest.

Regarding Diet Recommendations and Nutritional /Herbal Supplements

We may make diet recommendations and recommendations regarding use of nutritional and herbal supplements in order to supply nutrition to support the physiological and biomechanical processes of the human body. Although these foods and products may also be suggested with a specific therapeutic purpose in mind, their use is chiefly designed to support given aspects of metabolic function. Use of nutritional supplements may be safely recommended for patients already using pharmaceutical medications (drugs), but some potentially harmful interactions may occur. For this reason, it is important to keep all of your healthcare providers fully informed about all medications and nutritional supplements, herbs, or hormones you may be taking.

As a service to you, we make nutritional supplements available in our office. We purchase only top quality products and only from manufacturers who have gained our confidence through considerable research and experience. You are under no obligation to purchase these in our office but we cannot guarantee a similar quality from an outside source.

Regarding Privacy Practices and E-mail Correspondence

The Health Insurance Portability and Accountability Act (HIPAA) requires us to let you know how your Patient Health Information (PHI) is going to be used and your rights concerning those records. I agree to allow this office to use my PHI for the purpose of treatment and coordination of care. I have the right to examine and obtain a copy of my health records and request corrections. I can request to know what disclosures have been made and submit any future restrictions. All staff will take precautions to assure my records are not available to those who do not need them. I also authorize correspondence deemed appropriate by the doctor to be sent to me by e-mail.

Payment for Services

I have read the functional medicine policies and procedures. I have also reviewed the fees associated with the functional medicine services at Western Medicine Family Physicians.

I agree to all of these terms and conditions.

Patient Signature: _____ **Date:** _____

Printed Name: _____ **Date of Birth:** _____