

## **WHOLE HEALTH SOLUTIONS CLINIC PATIENT POLICIES**

### **PAYMENT/BILLING POLICY**

*Whole Health Solutions, PA, accepts cash, checks, VISA and MasterCard as payment for services at the time of the office visit. I UNDERSTAND THAT WHOLE HEALTH SOLUTIONS IS NOT CONTRACTED WITH ANY INSURANCE COMPANIES or MEDICARE/MEDICAID, DOES NOT FILE FOR MY VISIT. Expenses may be reimbursable by insurance for “out-of-network” physicians, and I will receive documentation with appropriate codes should I chose to file on my own. In order to hold my appointment, my credit card information will be stored securely in HIPAA compliant software. No Charges will be billed as long as I comply with the cancellation policy listed below. I understand that I am responsible for the entire bill at the time of services, for all services, including laboratory services rendered.*

### **CANCELLATION POLICY**

*All Patients are required to reschedule/cancel appointments at least **48 BUSINESS HOURS** in advance. I understand that failure to do so will result in a \$150 fee. I authorize Whole Health Solutions to charge my credit card on file if I do **NOT** adhere to the cancellation policy.*

### **MEDICAL RECORDS REQUEST POLICY**

*All requests for medical records must be signed by the patient. Medical records for personal use ( given to other physicians, attorneys, insurance companies, etc.) will be FREE if sent through WHS secure patient portal. Medical Records will NOT be sent to other email accounts as they are non-confidential and not HIPPA compliant. Paper copies of records are \$30.00 if you pick them up in the office or ask to fax them to other providers and \$40.00 if mailed. Records requested on a CD can be picked up from our office for \$30.00 or mailed for \$35.00. The patient is responsible for these charges at the time of the service and charges are not covered by insurance plans. If we do not have your credit card on file, you will be contacted to give us this information prior to processing. Please allow two weeks for processing.*

### **MEDICATION REFILL POLICY**

*Medication refills should be requested during your office visit. 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, please call your pharmacy and request that the pharmacy E-prescribe or fax us a refill request to 919-651-0890 at least two business days before you will need the medication. You may also request a prescription refill using the Prescription Refill Request Form on the Secure Patient Portal. Please be aware that as responsible healthcare providers, we will determine if it continues to be appropriate for you to refill a given medication.*

### **TIME MANAGEMENT AND MISSED APPOINTMENTS**

*I understand that updated information about my current health status is vital to receiving the most effective diagnosis and treatment. In order to receive the greatest value from my visit with the physician, I agree to complete my Health Status Update (HSU)—available for download or secure online fill—prior to my appointment. If I am unable to fill this out before my appointment, I will arrive 10 minutes before my appointment. I understand that the center has a tight schedule that will not permit longer sessions. I understand that in case of my lateness, if I arrive less than 15 minutes late, I receive will have a shorter session. If I arrive more than 15 minutes late, this will be considered a missed appointment. My session will be rescheduled and I will be charged the cancellation fee .*

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### **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 you may telephone to request advice. For non-urgent concerns, we recommend that you write down your questions to discuss at your next scheduled visit.*

### **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.*

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

*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 other retailers, Whole Health Solutions provides supplements as a for-profit service. Supplements purchased here have been researched for exceptional quality and purity, including pharmaceutical grade ingredients. In some cases, certain supplements are not available to the general public.*

*We encourage 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 trials. Research non-commercial websites, such as Sloan-Kettering Cancer Center, PDR Health, and the FDA. 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.*