



# Office Policies

**Thank you for considering my practice!** The practice was created to assist people with their health and wellness by sharing the tenets of functional and integrative medicine.

Once you are registered for a visit, a packet is sent that helps the visit to flow as quickly as possible. The packet covers your prior history, hospitalizations and treatments, medications, symptoms, privacy issues and office policies. Prior medical records are also helpful if you have visited a physician or health care provider in the last few years. Your first visit will require one and a half to two hours, so please plan and schedule your time accordingly. It is essential that you arrive at least 20 minutes before your scheduled appointment so that your treatment is expedited in a timely fashion.

Office policy is that the patient contact their medical insurance company to find out what specific benefits you will have. Please remember that insurance is based on fixed time schedules for allopathic (traditional Western medical) settings, usually 30-40 minutes for a new patient and 15 – 20 minutes for follow up visits. **The only insurance we accept is Medicare.** We send all patient receipts to a billing company for insurance reimbursement. You will receive a receipt at the time of your visit for your records. It is highly recommended that you inquire about which health conditions are reimbursable, as some people have limited benefits for reimbursement for specific problems. As an example, some insurances will not allow acupuncture or only for limited conditions. Please plan to pay at the time of treatment. The office accepts multiple methods for payment of services, including credit cards, checks and cash.

**If for any reason you cannot keep your appointment, please cancel 24 hours prior. Failure to call will result in a cancellation fee of \$150.00.** Routine visits that are missed without prior cancellation are \$50.00.

If you have any questions about any part of the package, or other aspects of your care, please contact the office Monday through Friday from 9 am to 5 pm at 443-844-5986. Thank you again for considering our office as a possible health care partner in your journey to health.

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