



Integrative Hormone Specialists

Health • Wellness • Balance

Client and Provider Expectations

Whether you are a new patient to our practice or an existing one, we have penned this letter for you of what you can expect from us. We believe that your medical care is a partnership between practitioner and client. With that being said, we also have expectations of you.

Your **FIRST APPOINTMENT** will be an hour long and we will go over your medical history and medications, and a physical exam will be completed. Please bring in any medications/supplements you are taking for us to review. Based on our assessment, testing will be ordered and is to be completed prior to the next follow up appointment. Other preliminary treatment plans may be made at this time.

The **SECOND APPOINTMENT** will be one hour long as well. Testing results will be discussed in detail. There is no need to call our office ahead of time for results. A comprehensive treatment plan will be initiated, which may include bioidentical hormone replacement or other medications, nutritional supplementation, dietary changes, exercise recommendations, weight loss strategies, and stress management techniques. Again, based upon the practitioner's findings, further testing may be ordered and this should be completed **PRIOR** to the next appointment.

SUBSEQUENT APPOINTMENTS will be 30 – 60 minutes in length, at the provider's discretion. The length of time between follow up appointments will vary with treatment and your response to treatment, but will generally be every 3-6 months. If your treatment plan is stabilized and no further changes are being made, you may be able to graduate to an appointment every 12 months. In this case, we do ask for a full hour long annual appointment, so there is time for a comprehensive review of your health status. We ask that you arrive 10 minutes before all subsequent appointments to fill out necessary paperwork and check-in. Again, we feel that spending time filling out your paperwork is not a productive use of your appointment time. We would rather you use your scheduled appointment time actually talking with your practitioner.

All appointments are roughly 30 or 60 minutes in length. Please trust our practitioners if your appointment is slightly longer or shorter than that scheduled. We try to keep appointments on time and as scheduled, however, we are a medical office and sometimes situations arise with

clients that our practitioners need to address. You will never be cheated out of time if the practitioner feels they need it with you.

Integrative Hormone Specialists is a **CASH PRACTICE**, meaning we will not bill your insurance for your visit and payment is expected at the time of service. However, we will provide you with the paperwork necessary for you to submit an insurance claim yourself. Please contact your insurance company if you have questions about how to proceed with a claim. Charges will usually go towards your out-of-network deductible as we are out-of-network providers. We accept cash, check, MC, VISA and Discover as forms of payment.

LABORATORY TESTING is a necessary part of your health care. We do a variety of testing at IHS:

Traditional testing:

1. Bloodwork through a conventional lab like LabCorp or Quest, or any outpatient laboratory. We now have LabCorp “in house” on Fridays.

Nontraditional testing:

1. Saliva and capillary blood spot testing through ZRT Lab.
2. Urine hormone testing through Precision Analytical Lab.
3. Neurotransmitter testing via Neuroscience/Pharmasan Lab.
4. A variety of functional medicine testing via Genova Labs and others.

Traditional bloodwork will be done when possible and is generally covered by your health insurance plan. Most labs will submit the claims to your insurance company for you.

Our nontraditional labs are billed through our office at checkout. In general, prices range from \$100 to \$350. You may also be able to obtain insurance reimbursement for these tests from your insurer. Again, we will provide you with the necessary paperwork so that you can file a claim with your insurance company.

We cannot stress enough that it is **VERY IMPORTANT** that you complete all testing requested **PRIOR** to your next scheduled appointment. **THIS IS YOUR RESPONSIBILITY**. Receipt of lab results varies amongst laboratories. ***In general, results from traditional blood work testing take 1 week and results from nontraditional testing take 3 weeks.*** We suggest that you record on your calendar when you should complete your testing at the lab or at home AND when your next appointment is scheduled. Unfortunately we do not have the ability to send reminders to complete lab work.

PLEASE take a responsible role in your health care and ensure that necessary testing is done in time for your appointment. If you **FAIL TO COMPLETE YOUR TESTING**, your appointment will simply not be as productive without the necessary data. Cancellation of your appointment for not having completed labs disrupts the care we should be giving you and your continuity of

care. If you must cancel your appointment due to incomplete labs, in order to be fair to us and our other clients, we will not reschedule you until your labs have been completed.

Our office will send courtesy email reminders to you 1 week and 1 day in advance of your scheduled appointment. **IF YOU MUST CANCEL OR RESCHEDULE YOUR**

APPOINTMENT with us for any reason, please do so with 2 business days (48 hours) notice.

Our practitioners work only on scheduled appointments, and this will allow us time to fill that appointment time with another client who needs to be seen. **Cancellations made with less than 2 business days' notice of your appointment will incur a full charge for the appointment time.** We will ask for a credit card number to keep on file for you to assist with such charges if necessary.

We ask that you please call your pharmacy first for **PRESCRIPTION REFILLS**. This process is much quicker than calling the office, as they quickly send us a refill authorization if necessary. Please allow 3 business days for refills to be completed; do not wait until the last pill or drop of cream to call for the refill. Additional time may be needed at the pharmacy or compounding pharmacy to prepare your medication(s). If you are past due for your appointment, prescription refills may be denied until you are seen or at least scheduled.

THANK YOU for taking the time to read what we feel is valuable information about our practice. We strive to be the best at what we do, and we desire a working partnership relationship with our clients. We look forward to working with you and helping you achieve your personal best health.

If you have any comments, please feel free to let us know. We are always looking for ways to better ourselves and meet the needs of our valuable clients!