



## **PRACTICE POLICIES**

*Effective October 1, 2017*

### **OFFICE POLICY:**

We require a credit card number on file for all patients in order to schedule appointments. To be considered an active patient and receive ongoing care, we require that the patient be seen and examined by their doctor in our office at least once per calendar year. All other follow-up appointments may be in person or by telephone (unless otherwise determined by clinician or requested by parent/guardian). Payment for all consultations and procedures is due at the time of the visit. Center for Integrative Health does not participate with any health insurance. Therefore, it is up to you to contact your insurance company before committing to our program so you can know what reimbursement, if any, can be expected.

### **POLICY FOR ALL CONSULTS:**

As part of our continued effort to provide you with the very best medical care and to accommodate all appointment requests, we require an email update prior to each consultation. This update request will be emailed to you ahead of the scheduled consult. If the update is not received by the timeframe indicated on the email (usually by the Thursday the week before your appointment), the consult may be rescheduled, at the discretion of the physician. If an appointment is made within this time period, the update must be received by the close of business on the same day the appointment is made. Our clinicians meticulously prepare for each appointment prior to the time of your appointment. This ensures that we achieve the high standard of care and treatment we pride ourselves on.

There is a \$100 Travel / Convenience Fee for office consults, blood draws and IVs done in the Massachusetts office with Dr. Szakacs.

### **CANCELLATION POLICIES:**

All services are provided by appointment only and this scheduled time is reserved for your exclusive use. The cancellation policy differs by the type of appointment, as documented below.

#### **Cancellation of an Initial Consultation in the Connecticut Office**

All new patient appointments must be canceled **7 business days prior** to your scheduled appointment. Center for Integrative Health retains the right to bill 50% of the standard initial consultation fee for appointments cancelled within 7 business days of the scheduled appointment.

25% of the fees paid for cancellation of an initial consultation may be applied to a rescheduled initial consultation.



**Follow-up Appointment Cancellation in the Connecticut Office**

We require **2 business days** notice for follow-up consultations, which includes office visits or telephone consults with any of our clinicians. Center for Integrative Health retains the right to bill 50% of the standard fee for any consultation cancelled within 2 business days of the scheduled appointment. Rates vary by service and clinician; please check our website for our current rate schedule.

Fees paid for cancellation of follow-up appointments are non-refundable and may not be used as credit to a future consultation or procedure.

**Cancellation of Office Procedure and HBOT in the Connecticut Office**

For infusion, blood draw or IV appointments, as well as Hyperbaric Oxygen Therapy (HBOT) Sessions, we require **1 business day** notice to cancel a scheduled appointment. If you cancel your appointment within 1 business day, Center for Integrative Health has the right to bill your credit card 50% of our standard fees for scheduled procedures. Please call our office to get the fees schedule for medical procedures. Also keep in mind that due to increased costs and prescription requirements for IV medications, for any appointment for an IV that is not cancelled at least 1 business day prior to the appointment or that is cancelled and not rescheduled, you will be charged for the IV as we cannot use this medication for another patient.

Fees paid for cancellation of office procedures are non-refundable and may not be used as credit to a future consultation or procedure.

**Cancellation of an appointment in the Massachusetts office with Dr. Szakacs**

All patient appointments must be canceled **7 business days prior** to your scheduled appointment. Center for Integrative Health retains the right to bill 50% of the expected consultation fee and/ or procedure fee for appointments cancelled within 7 business days of the scheduled appointment. Also keep in mind that due to increased costs and prescription requirements for IV medications, for any appointment for an IV that is not cancelled at least 1 business day prior to the appointment or that is cancelled and not rescheduled, you will be charged for the IV as we cannot use this medication for another patient.

25% of the fees paid for cancellation of an appointment may be applied to a rescheduled appointment in the Massachusetts office.

To cancel an appointment, please call 203-834-2813. Our general office hours are Monday through Thursday, 8:30 am – 5:00 pm and Friday 8:30 am - 2:30 pm. All



cancellations must be stated via telephone or emailed to our office staff at [bagudelo@ihealthnow.org](mailto:bagudelo@ihealthnow.org) and [Shannon@ihealthnow.org](mailto:Shannon@ihealthnow.org). If you cannot reach us in person by phone, you can leave a detailed voicemail message or send an email with your name, patient's name, date and time of your scheduled appointment.

In the case of a true medical emergency or an act of God (natural disaster) our cancellation policy does not apply but may require documentation in writing.

**EMAIL POLICIES:**

As part of our continued effort to provide you with the very best medical care, our clinicians use e-mail as a form of communication with patients.

**E-Mail Guidelines**

- E-mail communication is viewed as billable time, as is an office visit or telephone consultation.
- Any e-mail that requires at least 15 minutes of clinician time will be billed as per clinician's discretion.
- Brief e-mails will not be billed individually, BUT frequent e-mails will be cumulative and left to the clinician's sole discretion when billing time is necessary
- Emails will be billed by our office every few months at a rate of \$400/ hour

Please note that if you choose to submit our invoices to your insurance company for reimbursement, telephone consults are not generally covered by insurance and email correspondence is not covered by insurance. You should not submit invoices for email correspondence to your insurance provider.

**MEDICAL RECORDS POLICY:**

We will provide you with a copy of all office notes and lab reports at each consultation. If you require an additional copy of these records for another practitioner or any other reason, there will be a charge of \$75. You must complete a Medical Release Form and then records will be sent at your request, with two weeks notice. If your insurance company has requested office notes or lab reports to process a claim, we will contact you first to let you know of the request and then we will forward the requested information to the insurance company for a fee of up to \$75. If the requested records are required in less than two weeks time, there will be an additional \$50 fee for expedited processing.

**PRIOR AUTHORIZATION POLICY:**

Due to changing insurance company policies, compounded and non-formulary medications have become much more difficult to be covered. Please be advised that it

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will take at least one week for any Prior Authorization and a fee of \$25 will be billed to you, whether or not the Prior Authorization is approved.

If you have any questions regarding any of these policies, please call us at 203-834-2813. Thank you.

If patient is a child, both parents/ guardians must sign below.

I, \_\_\_\_\_ have read and understand the above outlined polices.

Patient Name \_\_\_\_\_

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_

**OR**

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_