

CENTER FOR WELLNESS AND HEALING

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OFFICE POLICY AND PROCEDURE

1. Thank you for choosing the Center for Wellness and Healing. Our strategy is to partner with you to get to the “root” of your problem rather than practicing “band-aid” medicine. Our office policy is designed to help you understand how our practice operates. It also provides structure and organization so that we can provide excellent healthcare service to every patient. We strive to make your experience a fruitful one and your feedback is welcomed.
2. Our office is an out of network fee for service provider which means we do not participate in any insurance plans. No medical or consulting services, nutritional supplements, etc. will be billed to any insurance company or third party payer. Patients are responsible for payment in full for services rendered to them. PPO insurance companies with “out of network benefits” usually cover a portion of the office visit and laboratory testing charges. We will prepare a statement to submit to your insurance company as a courtesy. Each insurance company has different policies, therefore, reimbursement is not guaranteed. All office services are non-refundable.
3. The payment for services provided by the **Center for Wellness and Healing** is due in full at the time services are provided. The methods of payment for services are cash, credit/debit cards, and checks by prior approval. A return check fee of \$35 will be assessed in addition to the balance due on “insufficient funds” items.
4. A \$150 deposit is required to schedule a new patient appointment which will be applied to the initial visit. **Appointment cancellation requires a 48 hour notification prior to your appointment time avoid forfeiture of deposit.** You will be billed according to our office fee schedule for the missed appointment. Please notify us immediately if you need to change your appointment.
5. Please call as soon as possible if you cannot keep your appointment. We are always willing to work with our patients in the event of an emergency and understand that there may be circumstances outside of your control. In order to provide better service to our patients we do not overbook to compensate for no shows; your appointment time is dedicated only to you, therefore, we must bill for missed appointments.
6. If you are late for an appointment you will be seen for the remainder of your appointment time in order to avoid delays for other patients.
7. If you go over your scheduled appointment time you will be charged for the additional time spent with the doctor. Please be sure to review our office fee schedule.

8. There is a cost for copying medical records plus postage. In accordance with Title 45, Section 164.524© of the Code of Federal Regulations, there is a cost related to medical records retrieval, certification and copying. You must sign our medical release form and pay the copying fees before records are sent out. Medical records are sent out within 3 weeks of a completed request. All outstanding bills must be paid in full before medical records are sent out.
9. Prescription refill requests should be submitted to our office a full 7 days prior to running out of medication in order to prevent a lapse in medication. Prescription refills are called in within 48 hours of their request. Patients who have not been seen recently may be required to get labwork or come in for an office visit before a prescription is called in. A fee of \$15.00 for prescription requested within 48 hours may apply.
10. Insurance companies may not cover prescriptions called in to the compounding pharmacy; therefore the compounding pharmacy will call you directly for a method of payment prior to shipping it to you.
11. All lab results are reviewed and discussed during appointment times. Results can only be given over the phone during a phone consultation with the doctor. The charge for the phone consult will depend on the amount of time required for the consult. See Fee Schedule.
12. Medical questions should be addressed during appointment times. Our staff may handle brief questions, but in-depth questions will require an appointment with the doctor.
13. The doctors are available for phone consultations for the convenience of our patients who live out of town or have schedules which do not permit them to come in for office visits. Insurance companies do not reimburse for phone consultations.
14. If you request to speak with the doctor by phone, a phone consult will be scheduled and you will be billed accordingly. Please allow our staff to handle simple questions and requests, to avoid a physician's fee. You will be billed for emails that require time from the physician according to our fee schedule.
15. Products can be ordered from our website www.centerforwellnessandhealing.com. They will be shipped to you or you may request to pick them up at the office. Patients are billed for the postage and shipping charge for products sent by mail. If you plan to stop by to pick up your product, please call first before coming.
16. All services and product sales are final. Patients are responsible for payments for services and labs performed. No refund will be given once a service has been provided or lab test has been purchased. There are no refunds on products sold in our office for any reason. Please do not ask the staff or doctor for refunds once you have purchased a product and it leaves the office.

17. Patients who show up for unscheduled appointments to speak with the doctor will be billed according to our fee schedule. We discourage patients from showing up unannounced without an appointment. You will be billed for the amount of time that you speak with the physicians even if you do not have an appointment. Please schedule an appointment to be considerate of other patients who have appointments so that the office can run smoothly and efficiently.

18. Patients who request credit card charge backs for any reason will be billed \$50.00 per charge back in addition to the original charges for services provided by our office. All fees are due at the time of services. Patients are responsible for all fees incurred by the Center for Wellness and Healing for collections. Credit card charge backs will be immediately turned over for collections at the expense of the patient. Patients are responsible for all fees incurred by Center for Wellness and Healing for collections.

19. We do not provide disability forms for patients who desire disability coverage. Your primary care physicians must complete these forms.

20. Our office specializes in bio-identical hormone replacement, thyroid balancing, functional medicine, natural or holistic approach to chronic conditions, wellness and prevention programs. We do not assume the responsibility for treatment of your overall medical care which may include cardiac conditions, psychiatric illnesses, traumatic injury, etc. Please continue treatment with your primary care or specialty physicians for such medical problems.

21. Patients are responsible for all costs, including legal fees, associated with collections on their accounts.

22. Patients please call the office before coming to the office to pick up supplements, tests, etc., to avoid delaying appointments for patients on the schedule for that day and to allow us to prepare for your needs. Please be patient with our staff until patients with appointments have been assisted.

23. We reserve the right to immediately discharge a patient from our practice if he/she does not comply with office policies or does not conduct themselves in a respectful manner.

By signing below you acknowledge that you have read this document and agree to abide by our office policies.

Patient Signature