



Clinic Policies

We strive for your experience at iHeal to be an excellent one. In order to achieve that goal, we want you to be fully informed on our policies. In order to keep our fees reasonable, we require full payment at the time of booking for all office visits, supplements, treatments performed at our clinic. None of our providers participate or are providers for any insurance companies. You should not assume that your insurance company will reimburse you for part of the whole for your office visit. Please contact your insurance company to obtain all the information necessary to submit your claim for reimbursement.

Initial _____

Business Hours

iHeal is open Monday through Thursday from 8:30 a.m. to 4:30 p.m. Visits are by appointment only.

***IN THE CASE OF AN EMERGENCY, PLEASE CALL 911.** Symptoms like chest pain, shortness of breath, facilities or capabilities to manage medical emergencies. Time sensitive matters may be relayed in person or via telephone by calling (239) 325-6499. Please note that we do not routinely answer business lines after hours.

We ask that you please get your prescription refills during office hours. 48 business hours is the notice required for all prescription refill requests not placed during scheduled appointment times. Please note that if you require a time sensitive prescription refill, it is at iHeal's discretion to fill that prescription for a \$50 up-charge.

Initial _____

Teleconference

Patients can schedule telemedicine appointments. These appointments are offered and billed at the same rate as an in-office appointment.

15 minute teleconference: \$150

30 minute teleconference: \$250

60 minute teleconference: \$450

Initial _____

Fees

The initial appointment for all chronic and complex cases is one hour (\$450). Additional time on this initial appointment may vary case by case.

First office visit: 60 minutes (\$450)

Follow up visit: 30 minutes (\$250)

***The above fees are only for office visits and do not include any laboratory fees, supplements or other services. If you require a time-sensitive appointment, it at iHeal's discretion to book you as soon as possible. If it is possible, there will be a \$50 up-charge.**

**** In order to make the best use of your time with the doctor we encourage you to write down any questions, concerns, and other discussion points for your visit. Also, please bring an updated list of supplements, medication, and symptoms to each of your visits.**

***** Please note: iHeal is a *Fee-for-Service* practice with payment for consultation or infusion made at the time of booking. The credit card will be billed at the time of booking the appointment. iHeal does *not* provide direct billing to any**



third party for the purposes of reimbursement. Patients with Medicare are not eligible to receive or submit a super bill for reimbursement. We accept payment by cash, check, American Express, Visa, MC, Discover. If paying by check, checks that are denied for lack of funds will incur a fee of \$75.00. If paying by check, it must arrive in time to clear a minimum of five days prior to your appointment.

We reserve the right to make changes in our fees and/or policies without advance notice.

Initial _____

Cancellation Policy

We require a 48 business hour notice for established patients for office visits, phone appointments, IV infusions, or other treatments. For example, if your appointment is scheduled for Monday, you must cancel the appointment by Wednesday of the previous week. This allows us time to schedule another patient. For all new patient visits, a notice of five business days is required to obtain full refund. If cancellation is made in less than 5 business days, the payment will be lost. Cancellation notices are not accepted the night before or during the weekend. Any deviations are at the sole discretion of iHeal.

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Primary Care

Patients should maintain a primary care physician for any emergencies and for their routine medical needs. Our clinic does *not* provide an on-call, after hour services, nor does our clinic provide emergency medical service or admit or care for patients in the hospital.

Initial _____

Phone/Email Consults

**DISCLAIMER: Email correspondence is not appropriate for urgent medical needs and it is not intended for medical advice or diagnosis. If your case is emergent, please call 911.*

E-mail or “Passport” communication that requires five minutes or more of attention from your physician will incur a fee.

- 5 minutes of email correspondence \$50*
- 10 minutes of email correspondence \$75*
- 20 minutes of email correspondence \$150*
- *Note: *When the answer is a simple YES/NO, there will not be a charge.*
- All emails will be responded to within 72 business hours. We will do our best to respond. However, if you require immediate response or medical attention, email is not the correct communication tool. If your condition is emergent, please call 911. We suggest that you schedule an office visit or phone appointment with one of our physicians.

Phone calls requested by patients are considered “phone appointments” and they are charged to patients as regular office visits. Credit card information will be required at the time of booking and will be charged at the time of booking. The same cancellation policy will apply to phone appointments. Payments are to be made at the time of request.

- 30 minute phone consultation fee \$250
- 60 minute phone consultation fee \$450

Initial _____

Letter and Correspondence

At times, we are asked to fill out forms for work, insurance companies, other physicians, etc. In order to comply with these requests in a timely manner we charge a minimum of \$50 and they can vary depending on the size of the charts or



documentation to fill out. Additionally, in order to comply with insurance companies that require Dr. Everett's preauthorization regarding certain prescriptions, we must charge a minimum of \$150. If the preauthorization process requires more of Dr. Everett's time, the patient will be billed accordingly. Payments for this process are to be made at the time of request.

Initial ____

Prescriptions

Any prescription refill request should be done directly to your pharmacy. Please allow 48 to 72 business hours for processing.

Any *new* prescription will require an office visit with *no exceptions*.

Any refill of *controlled substances* requires an office visit with *no exceptions*. Please make sure you schedule your routine appointments ahead of time to avoid a delay in getting your prescription renewed.

You are responsible for ensuring continuity of treatment and we ask you to be in charge of your prescription's schedule to avoid interruption of treatment.

Initial ____

Medical Records

Your medical records are subject to HIPAA policies. We need direct written consent in order to release records regarding your care with us, and have forms available for your convenience.

Initial ____

Purchase and Return of Supplements or Medical Supplies

All items must be paid at the time of purchase. Credit will NOT be given for any items. Refunds cannot be made on test labs, test kits, supplements, injectables, injection supplies, refrigerated products, and enemas. Supplements can *not be returned*. Please note that all packages are paid for in advance and are non-refundable.

Initial ____

Mailing items

We can mail you anything you need from our medicinal or other medical supplies. All packages are paid for in advance and are non-refundable. A shipping and handling fee will be applied to the total prepaid amount. Refrigerated items can be shipped with an expedited fee. For any expedited package or letter an extra fee will occur. Please arrange any mail-out with our office staff at (239) 325-6499.

Initial ____

Special Order Items

Any special order will require payment in full prior to ordering.

Initial ____

In Case of Emergency

Please note that if your case is emergent, please call 911.

Initial ____