

Rejuvimed Wellness Center

OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

Thank you for choosing Rejuvimed Wellness Center. We appreciate you choosing our practice for your medical and aesthetic needs. The staff at Rejuvimed Wellness Center strives to exceed expectations in care and service in order to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. In order to do so we have implemented an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. Please feel free to contact our office if you have any questions regarding our policies.

OFFICE HOURS

Our office is available Monday-Friday 8:00am to 5:00pm and Saturday 9am-3pm and may be reached at 954-366-6287. Our Physicians are available after hours 24 hours per day/365 days per year by calling our phone number and following the prompts. In the event of an emergency please call 911 for medical attention. If you need an appointment, prescription refill or test results, please call during regular business hours.

APPOINTMENTS

Rejuvimed Wellness Center is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow up due dates. When calling for an appointment, please provide your name, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information.

While we strive to schedule appointments appropriately, emergencies can and do occur in Primary Care. We strive to give all of our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date.

To ensure quality care, Rejuvimed Wellness Center, does not treat patients we have not seen (i.e., we will not call in prescriptions or offer medical advice for patients prior to their initial visit). Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed together, so an effective and appropriate plan for your healthcare can be determined.

We encourage you to schedule appointments for preventative health visits, physicals, pap exams, chronic medical conditions, prescription renewals, sick visits, and aesthetics services. We do offer walk-in and same day appointments for patients. These walk-in appointments will depend on schedule availability.

CANCELLATION OF AN APPOINTMENT

In order to be respectful of the medical needs of our patients please be courteous and call Rejuvimed Wellness Center promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment. This is how we can best serve the needs of our patients.

If it is necessary to cancel your scheduled appointment, we require that you call one (1) working day in advance. Appointments are in high demand, and your early cancellation will give another person the ability to have access to timely medical care. Patients may be charged a **no show fee** of \$50 if appointment is not canceled according to policy or patient does not show up for their appointment.

INSURANCE

At Rejuvimed Wellness Center we currently accept most major medical insurance plans.

PAYMENTS

Rejuvimed Wellness Center accepts cash, personal checks, MasterCard, Discover, Visa and American Express. Checks can be made out to Rejuvimed Wellness Center. All payments are due in full at the time of your appointment. Payments include Co-Pays, Deductibles, Co-Insurance, and Self-Pay. It is the policy of Rejuvimed Wellness Center to make all reasonable attempts to collect outstanding balances should they accrue.

FORMS/LETTERS

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at Rejuvimed Wellness Center will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming, please allow 7-10 days for completion of requested forms/letters.

MEDICAL RECORDS

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. All patients can request a copy of their medical records one time, free of charge.

The law allows Medical Offices 30 days to complete requests for records. However, our medical records department puts forth every effort to respond to these requests in a timely manner.

PRESCRIPTION REFILLS & PHARMACY INFORMATION

Please inform Rejuvimed Wellness Center of which Pharmacy you use and update us if this should change. Please allow two business days for refill requests. We encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed. If you have not been in for an appointment in over 12 months, you must schedule an appointment for any further refills or prescriptions.

LABS

At Rejuvimed Wellness Center we understand that you want to know the results of your lab tests and diagnostic testing as soon as possible. When test results are returned to the office, they are first reviewed by your provider. As soon as they are available, you will be notified to schedule an in person appointment or phone consultation to discuss the test results and any follow-up plan, if necessary. Please allow at least two weeks before calling regarding your lab results.

Some lab work may be done in our office, while other lab work is sent out to a reference lab. Labs drawn in office are drawn by one of our medical assistants or nurses. In some situations, insurance company requirements dictate that we send out lab work to a specific lab, i.e., Quest Diagnostics or Lab Corp, make sure you inform us of the lab that is par with your insurance company.

RECEIPT ACKNOWLEDGMENT

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Rejuvimed Wellness Centers OFFICE POLICIES & PROCEDURES FOR PATIENTS form.

Printed Name

Signed Name

Date

THANK YOU!