

Symphony Healthcare, Inc

Office & Financial Policies

Welcome to Symphony Integrative Health. Our practice policies (including financial information) are outlined below and have been created to maintain the highest level of care for our patients. Your signature indicates you have read, understand and agree to follow these terms and conditions.

Integrative Medicine: The main goal of Symphony Integrative Health is to implement a functional or integrative approach to medical care. Functional medicine addresses the underlying causes of disease, engaging both the patient and the provider in a therapeutic partnership. You agree to regular visits to manage care as instructed – this may be every 3-4 months, or on some occasions every 6 months.

While we do address primary care and chronic issues, our mission is to focus on hormones, thyroid disorders, autoimmune disorders, and gut microbiome issues. I am not credentialed with any local hospital. We encourage you to have a PCP in your network for routine cares. If I am your PCP & you are admitted to a hospital, we will utilize the Hospitalist group associated with that hospital for your inpatient care.

Medicare: We are in-network and accept Traditional “Red, White & Blue” Medicare Health Insurance. We are in network with a few Advantage PPO plans – please call to ask about your policy. We will submit your visit for reimbursement.

Self-Pay: We are out of network with all commercial and most Medicare Advantage plans. No claims will be filed by our office if we are out of network.

Initial Office Visit fee is \$275. Follow-up visit fee is \$125 for a routine visit up to 30min, \$150 up to 45min, \$200 up to 60min & \$100 each additional 60min. The fee for a very brief 10min visit & forms fee is \$75. Self-pay appointments can be in office or via Telemedicine.

You agree to keep a valid credit card on file, or keep ACH information updated for payment on date of service.

Appointments: We see patients by appointment only. Same day appointments are usually available for urgent or sudden needs for established patients. We have a limited number of same day or “sick/work in” visits. Please call as early as possible, as these spots do fill up quickly. If there are no available appointments, and you have to be worked in, please understand you will have an additional wait time.

Cancellations and No Show: We require a 48-hour cancellation notice if you are unable to keep your scheduled appointment. This allows us to provide that time slot to another person. If you No Show to your appointment or if you do not give the proper 48-hour notice, you will be charged a fee of \$50 from your card on file. If you have more than two instances, you are subject to immediate dismissal from the practice. We utilize an automated

appointment reminder service; however this is offered as a courtesy only and not a means to depend on to remind you of your appointments.

After Hours and Emergencies: For a serious emergency, call 911 right away. If you do need to contact our office after hours, please call our main number 352-629-5939 and follow the instructions to be transferred to the On-Call nurse. You will be asked to leave a voicemail message -- your message will be reviewed as soon as possible. Please note that we do not call in prescriptions after hours or process routine refills, schedule appointments, or other non-urgent needs. Please leave a voice mail if unable to reach the office & need to cancel your appointment. You will then be directed to call the office during normal business hours.

Treatment of Minors: Patients under the age of 18 must be accompanied by a parent or guardian to every visit.

Nurse Calls and Messages: To speak with a nurse, you will be transferred by the receptionist. Often at the time you call, the nurse is assisting another patient, so your call is answered by Voicemail. Please leave a detailed message – including your full name and date of birth. The nurse will return your message in your portal in 24-48 hours. Please indicate if it is ok to communicate via text or email.

Prescriptions and Refills: **We will not prescribe new medications without an office visit.**

Medication refills are to be done at the time of your office visit. An Office Visit may be required to refill your particular medication.

* Refills require approval from the provider. Requests are typically processed within 24-48 hours. Any requests made after 12 noon might not be able to be processed until the next business day since the provider is typically with patients throughout the day. (Our Office Hours are Monday-Thursday).

*To request a refill by phone or via portal – please be sure to leave a detailed message including your full name and date of birth, prescription name, strength, dosing information, pharmacy name and phone number. Some medications have potential side effects that must be monitored. We require office visits every 3-6 months for those medications. Be sure to keep those follow-up appointments to avoid any personal delays on your refills.

*Some prescription refills may need an in-office visit, especially if a controlled medication.

Narcotics / Controlled Medications: **We limit the use of controlled medications to short-term use only.** If you require use of any controlled medication long-term, we will happily refer you to a specialist that is appropriate for you. If at any time, you are prescribed a controlled medication, it is important for you to know:

*You must disclose all medications you are taking from all sources to avoid any interactions.

*Medications must be taken as directed. You must not share, sell, or otherwise permit others to have access to your medications.

*Controlled medications require an office visit for refills.

*Controlled medications are subject to be recorded by and monitored by The Florida Prescription Drug Monitoring Program, known as E-FORCSE.

*If at any time, Symphony Integrative Health believes there is any misuse of your medication, we reserve the right to refuse to refill any further medications, administer a drug test, and dismiss you from the practice, if necessary.

*A random urine drug screening may be required. Presence of abnormal results that would indicate a possible misuse, may result in the actions listed above.

*Refills will not be processed prior to the due date. If your prescription is lost, stolen, or otherwise not available to you for whatever reason, your refill will not be processed until it is due, even with a police report.

*Controlled medications have a higher potential for addiction. We will monitor you closely. You will be required to comply with our practice policies whether written or at the provider's discretion. You will be required to keep your scheduled office visits.

Lab Work: We will provide a lab order form when appropriate, to the lab facility of your choice. We do offer attractive self-pay rates for a wide variety of lab tests using Access Lab or Select Labs. Symphony Integrative Health will assume no responsibility for whether a particular lab test is covered by your insurance plan.

Referrals: It might be necessary to refer your care to a specialist or another provider. As we are out of network with insurance plans, it would be wise to have your in-network Primary Care Provider do your referrals, as it may be denied coming from an out of network provider.

Disability, Insurance Forms, FMLA: Due to the information that is required in these forms, an office visit appointment is required. Extensive forms will incur a \$75 fee.

Results: We provide access to your portal for lab and other test results we have ordered. We do not fax or email results or medical records due to the sensitive nature of the material, unless expressly approved by the patient. We recommend using your portal for access or pick up a copy at our office.

Medical Records: We will provide you with a copy of your medical record upon written/signed request and for a fee that is allowable in the State of Florida. The fee schedule for medical records is a \$10 research fee and \$1.00 per page. You will be notified when your request is complete and ready for pick up. As a courtesy – we will provide provider – to – provider medical records at no fee to you, if electronically transmitted to their office. Please allow 30 days for processing. Only test reports that were ordered by Symphony can be released to you. Please contact the provider who ordered your test for your reports.

Auto Accident: We are not a provider for auto accidents. You must seek care at an Emergency Room, Urgent Care or Chiropractic office in a timely fashion so as not to lose your benefits.

Worker's Compensation: If your injury is due to an accident in your workplace, please contact your work / supervisor for instructions on what to do. We are not able to provide care for these injuries.

Dismissal: If you are “dismissed” from the practice, it means you can no longer schedule appointments, get medication refills or consider us to be your provider. You will need to find a provider in another practice.

Common Reasons for Dismissal:

- *Failure to keep appointments, 2 or more no-show or late cancellations.
- *Noncompliance, which means you won’t follow provider instructions about an important health issue.
- *Abusive to staff.
- *Failure to pay your bill.

Dismissal Process: We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency or are sick within 30 days of the date of the letter, we will see you for that reason only. After that you must find another provider. We will forward a copy of your medical record to your new doctor after you sign a release form and payment for medical records is collected.

Returned Checks: There will be a \$50 fee assessed for any check returned by your bank for any reason. Future checks will not be accepted.

Collections: Accounts that are not paid within 30 days begin our in-house collection process. If your balance becomes 65 days old, your provider will be notified, and you may be subject to dismissal from the practice.

Card on File: Patients of Symphony Integrative Health agree to keep a credit card on file. This card will be billed on the day of your visit, and for any no-show or late cancellations.

Billing: If you receive a bill from us, it is because we believe the balance is your responsibility. If you have questions about the bill, please call the office.

Third Party Billing: If you receive a bill from a third-party company, such as a laboratory, and you believe you were billed in error – Please contact the company that billed you directly &/or your insurance company if appropriate. We do not handle any billing aspects from any company other than Symphony Integrative Health.

I have read, understood, and agree to comply with the terms and conditions listed above.

Name

Date