



NORTHEAST
FUNCTIONAL MEDICINE

Patient Guidelines

PRACTITIONERS

Our practitioners are not Primary Care Physicians (PCP). They do not have hospital affiliations, and generally do not prioritize acute conditions such as infections or injuries. Practitioner schedules allow for same-day visits **only** when connected to a treatment or medication that they have been prescribed. Patients wishing to see a practitioner for a non-scheduled appointment may at times be accommodated that week, but otherwise should consult their PCP.

BILLING

All billing inquiries should be directed to the front desk. The front desk person will take a message and your billing inquiry will be answered within two (2) working days. Please note that it is the **patient's responsibility** to inquire about their **insurance coverage [in or out of network]** for any particular service or visit; NEFM cannot make inquiries of insurance companies on a patient's behalf.

Phone Consults and Emails – please note that phone consults are billed based on both the length and the complexity of the call. You will be charged by credit card at the time of consultation. Practitioners are also reachable by email, and will bill for any responses that require 10 minutes or more. We will provide receipts for all billable phone calls and emails, but neither are generally billable to insurance.

SCHEDULING

If you arrive for your office visit more than 15 minutes after your scheduled appointment and have not notified us, we may have to make adjustments to your appointment duration to accommodate those patients who have arrived on time. We will make every effort to find an available time slot for you. We apologize for the times that practitioners run late, but we cannot predict if they will be late for your appointment.

Cancellation Policy - If you need to cancel an appointment and our office is closed, please leave a general voice mail message. Cancellations less than 24 hours for practitioner visits will carry a \$100.00 cancellation fee.

NEW PATIENTS

At the time a new patient makes an appointment, they will be required to make a \$50 deposit that will be credited to their first visit or refunded if cancellation is made at least one (1) business day before the appointment.

LAB TESTING AND FEES

Blood, saliva, and urine testing are frequently ordered by NEFM practitioners. While we can speak to which labs **bill** to insurance companies, **we cannot guarantee insurance coverage for lab tests**. We encourage our patients to get familiar with all



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aspects of their insurance coverage before any lab testing takes place. We are also happy to provide out-of-pocket lab costs if necessary.

Lab Results can take between 2-6 weeks to process. We encourage patients to schedule a follow-up on the day of their lab testing so that results can be reviewed in a timely manner. Results will not be given over the phone unless as part of a phone consultation with a practitioner. We will not call with results unless they show a life-threatening abnormality or an urgent matter that should not wait until your scheduled follow-up. If you require results prior to your follow-up they will not be interpreted and you will need to submit a signed medical records request to NEFM.

PRESCRIPTIONS

Prescription Refills - Prescription requests received before 1pm will be called into your pharmacy by the end of the next business day. Any prescription refills requested on Thursday will be filled by the end of the day on Monday.

In order to refill prescriptions **you must have been seen by your practitioner within the last year** or sooner if requested by your practitioner. If prior authorization is required by your insurance carrier, please be advised that your prescription may be delayed until such authorization is granted. While we will make every effort to help obtain authorization, there is always a chance that prescription coverage will be denied.

RELEASE OF MEDICAL RECORDS

All medical records requests will be processed **in order of receipt and may take up to 30 days to be filled.**

Regarding lab results, NEFM's policy requires individual medical release requests for each test date.

The fees for medical records are as follows:

1-10 pages is \$10, 11-30 pages is \$25 and 31 pages or more is \$25 + \$0.20 per page.

PATIENT PRIVACY

NEFM is committed to protecting your medical information while you are in our care. We therefore ask that all patients refrain from walking unattended in the exam room area, and that they be respectful of one another's privacy when scheduling appointments at the front desk.

CELL PHONE AND FRAGRANCE USAGE

In consideration of other patients, we ask that patients and their visitors not use cell phones in the waiting room. Because we have many patients with fragrance sensitivity, we ask that patients please refrain from wearing strongly scented deodorants or fragrances when visiting NEFM.