



## MASS FUNCTIONAL MD

RESOLVING CHRONIC ILLNESS

### Mass Functional Medicine - "How to Work with Our Practice" Checklist

Please read through the following checklist thoroughly to get the most out of your medical care with us.

VISIT OUR WEBSITE FOR BASIC INFORMATION, [www.massfunctionalmd.com](http://www.massfunctionalmd.com) :

- Mass Functional Medicine (MFM) Practice Philosophy
- Lyme Disease Patient Guide
- Lyme Disease Patient Guide for Children & Teens
- Hours
- Location
- Directions & Travel Time
- Appointment Types, Rates & Payment
- Receiving a Reply from Our Office/ Response Time
- PLEASE CALL ONLY ONCE. Repeat phone calls are disruptive to our staff helping patients on the other line. Every incoming call - the phone number is logged. Please leave a detailed voicemail or send a text message. Any voicemails with basic information to call back without a detailed reasons - will be returned after priority phone calls are returned. We have a 36 hour response time to all inquiries/questions.
- FAQ
- Resources

TO SCHEDULE AN APPOINTMENT, PLEASE HAVE THE FOLLOWING INFORMATION READY:

- Download the new patient questionnaire and return this to our office
- Provide the patient's name, date of birth, home address, home phone, cell phone, email address, fax number (if available) and local pharmacy name and town.
- Provide a credit card to be kept on file at the time the appointment is scheduled.
- The information above is required to create a patient record and then schedule the appointment on Dr. Mass' calendar.

BEFORE YOUR FIRST CONSULTATION, PLEASE DO THE FOLLOWING:

- Activate the patient's record by click on the link in our welcome email inviting you to the Cerbo patient portal.
- Cerbo is a secure HIPPA compliant electronic medical record platform. We do not keep

patient paper files.

- Please record your log in ID and password.
- There is a different link for the login page AFTER the patient record has been activated. Visit our website for this, view the Resources page, "Cerbo Patient Log In".
- Upload previous medical records and recent lab results from the last 6 months to the patient

portal. You can do this by selecting from the menu on the far right, click on "Labs & Documents". Drag and drop your files from your computer into the designated space.

- COMPLETE the 7 consent forms inside the patient portal, available through the "Forms & Questionnaires" button on the far right. DO NOT complete the short new patient Questionnaire.
- Please complete the forms for current medications and supplements.
- Please bring a folder for any paper printouts/instructions Dr. Mass provides at the consultation.
- Please bring a notebook and calendar to your first consultation and follow up visits.
  
- You will receive a confirmation email from our medical practice email confirming your appointment and receive a phone call or text message confirming your appointment.

If you do not receive either of these confirmations please contact our office right away. Do not assume your appointment is confirmed if you do not receive a confirmation email.

- If we do not receive a reply to our confirmation email and phone call/or text message. We will cancel your appointment. We require a credit card to be kept on file, any cancellations made within three days of your appointment will be charged the full amount for your appointment type (\$600, \$400, \$250 or \$150).

#### THE DAY OF YOUR APPOINTMENT:

- Please plan accordingly for traffic and unplanned delays in order to arrive before the start of your appointment.
- If the patient arrives late, Dr. Mass will begin the consultation upon arrival, however, he must still end on time. Mass Functional Medicine must honor the patient schedule for the day. Start times after your appointment. For example, if you arrive 30 min late for your 12:30 pm 90 min appointment, Dr. Mass must end your appointment as scheduled at 2:00 pm.

Please help us maintain a positive office experience by honoring your scheduled time. We make sure to inform the patient before your scheduled appointment that we must end on time.

- Because we make a sincere effort to be punctual, Dr. Mass may not be able to answer your questions that tend to be concentrated at the end of the appointment. Please direct your questions to our office manager. Be assured your questions will be delivered to Dr. Mass and we will provide his answers.

## AFTER YOUR APPOINTMENT & BETWEEN APPOINTMENTS:

- Schedule the patient's lab blood work appointment. Inform the office so we may anticipate the results. You will be contacted when all results are delivered to us and after Dr. Mass has reviewed them.
- From the email sent through Fullscript.com, activate your account, order your products on your prescription list.
- 24-36 hours after your visit, Dr. Mass will have posted your office visit note on the patient portal. Please review and organize your medications and supplements into a daily schedule. Please download our "Medications & Supplements Chart" from the Resources page.
- Fill in the chart based on the office visit note, after completing this step. Contact the office with any questions.
- Contact our office to schedule your follow up visit. Do not wait until the patient is almost out of medication. When our office is busy there can be a two week wait for a follow up visit.
- Once you start your treatment protocol, contact the office once a week, be sure to add this step to your calendar. Provide symptom changes. Contact our office immediately should the patient experience vomiting, high fever, acute stomach pains or rashes in response to taking a medication dose.
- Visit our "Resource" website page and download the "Patient Medication & Supplement Schedule" available in black & white or color. The 4th page is an extra page for you to use as you wish.  
If you find that you have a longer list of supplements to take in the morning and is the case for most of our patients, print out an extra page. This chart was designed to help patients track consistency for taking medications and supplements at the same time of day at the correct dose for 4 weeks before their follow up visit.
- Keep a journal and record changes in symptoms, this is especially important in the first 6 - 8 weeks of your protocol.
- Visit our website, the Resources page, for Lyme Grant information. Please note we are not able to answer any questions about the grants. Please contact the organization directly.

## THE BEST WAYS TO COMMUNICATE WITH US:

One of the following that is most convenient to you and that you can do consistently...

- Send a message through the HIPPA secure texting service to the office phone number.
- Send a message through the Cerbo patient portal, login link is available through our website on the "Resources" page.
- Send an email with your question in detail.
- Call and leave a detailed message.
- Patients should be in touch providing symptoms updates weekly.

## LAB TESTS & OBTAINING RESULTS:

- Lab work with a major lab will be delivered to MFM and Dr. Mass will review this first.
- The patient/guardian of the patient will be notified when the lab work is available for viewing through the patient portal, on Cerbo. We cannot email blood results, but can fax them to you if requested.
  
- Lab results, in general, are reviewed with Dr. Mass at the next patient follow up appointment.
  
- If there is an important/time sensitive result to discuss or to be treated that cannot wait until the next follow up visit, Dr. Mass or the MFM office will reach out to schedule an appointment as soon as possible.
- For complex Lyme cases or time sensitive lab results, results must be delivered and discussed in a follow up visit (generally 30 min) to provide the correct context, and to give enough time for the patient/guardian to ask questions and receive answers. The reason for this is to give the correct medical context.

Please be advised that searching online for the meaning of lab results is not equal to receiving medically informed treatment or context.

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