

DURHAM HEALTH AND WELLNESS POLICIES FOR PATIENTS

Missed Appointment Policy

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows, and late cancellations inconvenience those individuals who need access to medical care. We would like to remind you of our policy regarding missed appointments below.

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call Durham Health and Wellness promptly if you are unable to show up for an appointment. The appointment time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely medical care.

How to Cancel Your Appointment

To cancel your appointment, please call 984-219-1562, email info@durhamhealthandwellness.com, text 984-208-3240 or message Jackie in your patient portal. If you do not reach the Administrative staff, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call or email within 24 to 48 business hours.

Late Cancellations, Late Arrivals, and No-Shows

You may be charged a fee for any of these, as detailed below:

- Late Cancellations: A cancellation is considered to be late when the appointment is canceled without a 24 hour advance notice. Please note: failure to cancel within 24 hours of a scheduled appointment will be recorded in the patient's chart as a "no-show."

- Late Arrivals: A patient is considered "late" if they arrive 15 or more minutes later than their scheduled appointment time. If you arrive more than 15 minutes late, you will be asked to reschedule your appointment. A new appointment could be several days to weeks later. The only exception to this rule is if the provider has been notified prior to the appointment time and has approved the late arrival. However, even then, the maximum time allowed past your regular scheduled time is 30 minutes. Please note: failure to be present within 15 minutes of a scheduled appointment will be recorded in the patient's chart as a "no-show."

- No Shows: A "no-show" is a patient who misses an appointment without canceling it.

The first time there is a late cancellation, late arrival, or "no-show," there will be no charge to an established patient. Patients who are brand new to the practice will be charged a \$75.00 fee. A 2nd occurrence will result in a fee of \$75.00. The 3rd occurrence will incur a fee of \$100.00, and the patient may be discharged from the practice and sent a certified letter detailing the appointments missed. This will result in our inability to refill your prescriptions.

In addition, all aesthetic office procedures such as Botox, Xeomin, Fillers, PRP, and Microneedling will require a credit card on file to hold your appointment. If you no show, arrive late, or cancel late, a charge of \$75.00 will be charged to your account. This does not apply to future services at a reschedule.

Prescription Refill Policy

It is the patient's responsibility to inform our office in a timely fashion for medication refill requests. Approval of your refill may take up to **three business days**, so please be courteous and do not wait to call or email. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out. Medication refills will only be addressed during regular office hours (Tuesdays, Thursdays and Fridays 9AM-5PM). Please notify your provider on the next business day if you find yourself out of medication after hours. No prescriptions will be refilled on Saturday, Sunday, or Holidays. Refills can only be authorized on medication prescribed by providers from our office. In other words, we will not refill medications prescribed by other providers.

Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates. It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no-shows or cancellations will result in a denial of refills. All prescriptions require a follow up appointment every 3 to 6 months. If you have any questions regarding medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed, please contact us immediately. New symptoms or events require an appointment. Your provider will not diagnose or treat over the phone.

Fee for Service and Payments (including blood work)

In order to speed up the checkout process, we collect office visit fees at check-out.

Laboratory work is completely separate from the office visit fees and your health insurance should still cover your labs, depending on your plan. If you have commercial health insurance or Medicare, please check with Quest Diagnostic and/or Labcorp to ensure your insurance is in-network prior to your lab draw. If you do not have health insurance, you will pay at time of service the client bill prices with Quest Diagnostics for labs drawn in the office.

Other Tests

Sometimes we utilize tests offered by other companies, such as Genova, Commonwealth Labs, Silverberry Genomics, Precision Analytical, Diagnos-Techs, SpectraCell, etc. The patient will pay these companies directly, rather than paying Durham Health and Wellness. Your provider will do their best to explain how to fill out any forms to achieve the most coverage with your insurance.

Patient Conduct

We truly enjoy working with each and every patient in our practice and want everyone to have the best experience and treatment outcomes. Therefore, we feel it necessary to discuss some issues that could incur fees beyond the normal office visit or treatment fee. Please read below:

Adjusting your dose of medication prior to discussing with your provider is grounds for dismissal. Lab work and careful titration of dosing is imperative in achieving hormone stability and optimal health. An example of this would be increasing thyroid medication or anti-anxiety medications, etc without a

consultation. This is grounds for immediate dismissal from the practice. This is a medical board issue and nothing personal.

If a patient withholds important health/medical/surgical information prior to any office visit, including appointments for Botox/Xeomin, filler, plasma pen, chemical peels, etc. that will affect their care, any visits to help remediate an issue will result in a fee. For example, withholding information such as vaccine status, lasik eye surgery, facial surgeries, dental surgeries, etc and receiving a Botox/Xeomin/filler injection or procedure such as Plasma IQ/Instalift and it did not work properly. The patient is responsible for the fee associated with repeat treatment. If a patient does not follow post care instructions that are provided at the end of the treatment and repeat treatment is needed, it is the responsibility of the patient on any fees incurred.