

DURHAM HEALTH AND WELLNESS POLICIES FOR PATIENTS

Office Policies

The following policies are in place to ensure timely, safe, and high-quality care for all patients. By scheduling an appointment with Durham Health and Wellness, you acknowledge and agree to comply with these policies. These policies are strictly enforced.

Patient Initials:

Missed Appointment Policy

Our goal is to provide individualized medical care in a timely manner. Missed appointments, late arrivals, and late cancellations limit access to care for other patients and disrupt clinic operations.

Patient Initials:

Appointment Cancellations

If you are unable to attend a scheduled appointment, you must notify Durham Health and Wellness at least 24 hours in advance.

Appointments canceled with less than 24 hours' notice will be considered a late cancellation and recorded as a no-show in the patient's chart.

Appointments are in high demand. Providing adequate notice allows another patient to receive timely care.

Patient Initials:

How to Cancel an Appointment

Appointments may be canceled by:

- **Phone: 984-219-1562**
- **Text: 984-683-3752**
- **Email: info@durhamhealthandwellness.com**
- **Patient portal message to administrative staff (Anne McGraw)**

If administrative staff cannot be reached, a detailed voicemail or message must be left. Messages must include the patient's full name, date of birth, appointment date, and contact number.

Durham Health and Wellness, PLLC
3326 Durham Chapel Hill Blvd. B110 Durham, NC 27707
984-219-1562 (p) 984-683-3752 (text)
info@durhamhealthandwellness.com

Cancellations are time-stamped and must be received at least 24 hours prior to the appointment time.

Patient Initials:

Late Arrivals

Patients arriving 15 minutes or more after their scheduled appointment time will be required to reschedule.

- Late arrivals are recorded as no-shows.
- Rescheduled appointments may be several days or weeks out.
- The only exception is if the provider is notified *before* the appointment time and approves the late arrival.
- Even with approval, patients may not arrive more than 30 minutes past their scheduled appointment time.

Patient Initials:

No-Shows

A no-show is defined as failing to attend a scheduled appointment without proper notice.

Patient Initials:

No-Show and Late Cancellation Fees

We value your time and ours. Appointments that are missed or canceled late prevent us from providing care to other patients.

- Each established patient is allowed one (1) courtesy no-show or late cancellation.
- New patients do not receive a courtesy waiver. The credit card on file will be charged the no show fee of \$75.00.
- A late cancellation is defined as canceling with less than 24 hours' notice.
- After the first courtesy:
 - Second no-show or late cancellation: \$75 fee (invoiced to the patient)
 - Third no-show or late cancellation: \$100 fee (invoiced to the patient)

- Fourth no-show or late cancellation: Dismissal from the practice with termination of care and inability to refill any prescriptions. Notification will occur in writing with a certified letter.
- Outstanding no-show fees must be paid prior to scheduling future appointments.

Patient Initials:

New Appointment Policy

All NEW medical and/or aesthetic appointments (including but not limited to Botox, Xeomin, fillers, PRP, microneedling SylfirmX, Instalift, chemical peels, facials, weight management or hormone replacement) require a valid credit card on file. Your credit card will be in your secure patient chart.

- Late cancellations, late arrivals, or no-shows will result in a \$75 charge to the card on file.
- Fees do not apply toward future services.

Patient Initials:

Instalift Procedure Deposit Policy

Due to the customized nature of the Instalift procedure and the requirement to order materials specifically for each patient:

- A \$500 non-refundable deposit is required at the time of scheduling.
- The deposit will be applied toward the total procedure cost upon arrival.
- Instalift materials are ordered per patient and cannot be reused or transferred.

Patient Initials:

Estimates and Quotes

All estimates and procedure quotes are valid for six (6) months from the date issued.

Due to rapidly changing costs of medical supplies and goods, pricing may change. After six (6) months, an updated estimate may be required.

Patient Initials:

Prescription Refill Policy

Medication refills are the patient's responsibility and must be requested in a timely manner.

- Refill requests may take up to three (3) business days to process.
- Refills are handled only during office hours: Tuesday, Thursday, and Friday, 9:00 AM–5:00 PM.
- No refills are processed on weekends or holidays.
- We only refill medications prescribed by providers at Durham Health and Wellness.

Certain medications require prior authorization, which is determined by the insurance company. Approval is not guaranteed. Patients are responsible for monitoring pharmacy and insurance updates.

Failure to attend required follow-up appointments or repeated missed appointments will result in denial of refills.

All prescriptions require follow-up appointments every 3–6 months. New symptoms or medication adjustments require an appointment. Providers do not diagnose or treat over the phone.

Patient Initials:

Fees for Services and Payments

Payment for office visits is due at checkout. Any changes in our office fees will be emailed and portal messaged to all patients and we will provide all patients a minimum of a 30 days notice before the fee changes begin.

Laboratory fees are separate from office visit fees. Insurance coverage for labs varies by plan. Patients are responsible for verifying that Quest Diagnostics and/or LabCorp are in-network.

Uninsured patients are responsible for payment at the time of service at client-billed lab rates.

Patient Initials:

Aesthetic Packages, Specials, and Banking

Promotional pricing and packages have strict expiration dates.

- Products and services not used by the stated expiration date are forfeited.
- Unused units or sessions do not roll over and are not refundable.

- This includes Neuromodulator units, microneedling packages, facials, chemical peels, Celluma treatments, and similar services.

Patient Initials:

Outside Laboratory and Specialty Testing

Some tests are provided by third-party companies (including but not limited to Genova, Commonwealth Labs, Silverberry Genomics, Precision Analytical, Diagnos-Techs, and SpectraCell).

Patients are responsible for payment directly to these companies. Durham Health and Wellness does not bill or collect for these services.

Patient Initials:

Patient Conduct and Medical Compliance

To ensure patient safety and compliance with medical standards:

- Self-adjusting medication doses without provider approval is grounds for immediate dismissal from the practice.
- This includes but is not limited to thyroid, hormone, and psychiatric medications.

Withholding or failing to disclose relevant medical, surgical, or health information that affects care (including vaccination status, cosmetic procedures, eye surgeries, dental procedures, etc.) may result in additional fees for corrective care.

Failure to follow post-procedure care instructions resulting in complications or repeat treatments is the financial responsibility of the patient.

Patient Initials:

Durham Health and Wellness reserves the right to modify, enforce, or update these policies at any time to ensure safe and effective patient care.

Patient Signature: _____

Printed Patient Name: _____

Date: _____