

INFORMATION RELATED TO YOUR TELEHEALTH CONSULTATION

APPOINTMENT TIME:

When your appointment is made, you will be given a date and an approximate time interval during which Dr. Kramer will call you. The staff will try to let you know if there is any delay.

The appointment time is committed only to you. Please notify the office at least 24 hours in advance if you find that you will not be available.

Please commit at least one hour of your time to talking to Dr. Kramer. If your medical history is complicated, it may take additional time beyond one hour.

FEES:

Your consultation fee will be based on time commitment. The average first consultation, and first follow-up consultation, lasts for about 40 minutes. Those consultations that require more than 40 minutes will be charged for "extended services".

PREPARATORY MATERIALS AND ENVIRONMENT:

Please be able to take notes and record instructions given to you by Dr. Kramer during your consultations.

Please have your medications, or a list of your medications (both prescription and non-prescription) available at the time of your consultation with Dr. Kramer. It is important to include vitamins, minerals, protein supplements, pain pills, energy or breakfast bars, energy drinks, sleeping pills, herbals, hormone supplements, birth control pills, etc.

TELEHEALTH POST CALL CONTACTS:

If Dr. Kramer orders any studies such as blood tests, x-rays, stool analysis, colonoscopy, upper endoscopy, imaging studies (CT scan/MRI) or refers you to other specialists, you will be called within 24 hours of your Telehealth consultation--or the next business day--to arrange procedures and/or referrals.

PROBLEMS WITH COMMUNICATION:

If you have a hearing impairment, speech deficit, language communication deficit, or memory deficit, please arrange for another person to be present during your Telehealth consultation.

QUIET ENVIRONMENT:

Please make sure that your Telehealth consultation can be conducted in a quiet environment without background conversations, television audio, radio audio, or noisy pets.

OTHER CARE PROVIDERS ON YOUR HEALTHCARE TEAM:

Please have a list of all health providers consulted within the last 12 months including the following:

- Acupuncturists
- Chiropractors
- Dentists
- Exercise trainers
- Massage therapists
- Nutritionists
- Oral surgeons
- Periodontists
- Podiatrists
- Physical therapists

NOTICE TO PATIENTS WHO DO NOT HAVE HEALTH INSURANCE COVERAGE:

Patients who do not have health insurance coverage will be asked to prepay their consultation fees. The initial consult fee is \$250. Subsequent consult fees are \$150.

The practice accepts most credit cards and personal checks.