



Welcome to Dawson Integrative Medical Center! Here are some tips to acclimate you to our practice and our policies (\*please take a moment to read to familiarize yourself) OR if you are a current patient, some updates:

- **Hours:** Our “office” (front office) hours are Monday-Thursday from 9am-4pm (closed from 12pm-2pm for lunch and administrative work). Our providers have different hours that they see patients and their schedule does vary. **WE ARE CLOSED FRIDAY, SATURDAY & SUNDAY (and most major holidays).**
- **Contacting Us:** We have shifted all patient communication through the patient portal, CHARM. Since we have multiple providers and we have a max on sending/receiving texts that are HIPAA compliant, all non-urgent messages will need to be directed through the portal. If you need help accessing your portal or for more information, please visit our website: <https://dawsonmedicalcenter.com/patient-portal> Please allow 1-2 business days for a reply (we do check often for urgent messages). If your message is complex, you will be directed to schedule an appointment.
- **After Hours Contact:** If you are having an urgent medical need after hours that cannot wait for normal office hours, please text us for further instructions at 407-777-2673. Please note, there is a \$20 after hours fee; if it results in evaluation or treatment, the fee is \$55. Please do not text after hours unless you are requesting to speak with an on-call provider. Unfortunately, patients have sent texts at all hours of the night for appointment scheduling, etc. We do check each & every message, so please do not text unless there is a true urgent need.
- **Scheduling:** All appointments are self-scheduled online through our website through Schedulicity. Our schedule opens up in 4-6 week increments into the future. We recommend that you schedule any routine appointment about 2 weeks in advance. Lab results are only discussed during visits due to the time requirements. Medications are only filled during office visits. Please remember there is a \$100 fee for any appointment needing to be rescheduled, canceled (or no show) without a 24-hour notice. This is a STRICT rule that you can read about here: <https://dawsonmedicalcenter.com/fee-schedule>
- **Prescribing Medications:** Medications are prescribed and refilled during office visits ONLY. Please be sure you have scheduled any follow-up appointments that require medications appropriately. If you are ill and need treatment, you must be seen in order for medications to be prescribed. In the rare event that a medication does need to be refilled prior to an appointment, we will issue a temporary refill until your appointment; however, you must allow 1-2 business days to process your request. **\*\*Please remember that Dr. Christina & Dr. Walter practices Functional Medicine (no long-term medication management). If you are on a medication that requires ongoing refills, you will need to schedule with one of the nurse practitioners. We do NOT prescribe controlled medications (unless weight loss or testosterone). If you are in need of medication refills, schedule with the nurse practitioners.**
- **Nurse Practitioner:** We have 3 nurse practitioners that work with us. Dr. Angela does VIRTUAL functional medicine only (she is by internal referral only). Meagan is responsible for functional medicine (with medications), weight loss, sick/problem visits, medication management. Nikki is our newest nurse practitioner and she is seeing patients for ALL traditional primary care & family medicine needs (ages 2+), psychiatry (medication management for ages 18+), sick/problem visits, annual wellness & preventative visits. Dr. Angela’s schedule is not available online-this is a direct schedule internally only. Meagan & Nikki’s schedule is available online for telemedicine only. They also see patients in the office, so please contact us directly if you would like to schedule an in-person visit with them.
- **Piggy Back Appointments:** Do you need to see Dr. Christina/Dr. Walter for Functional Medicine but also see the nurse practitioner for med refills? We can accommodate that with a “piggy back” appointment; we basically split the time and reduce the fees. This has to be scheduled internally, so ask us for help! Please note you are NOT required to see both the



doctors and the nurse practitioners; only if you feel necessary. If you are seeing nurse practitioners for medication management, you do not have to see the doctors as well.

- **Telemedicine Visits:** We have now made all telemedicine links available online on our website, you can find it here: <https://dawsonmedicalcenter.com/telemmed-links>
- **Visit Types for Functional Medicine/Primary Care:**
  - New Patient: \$125 up to 60 minutes
  - Follow Up: \$80 up to 30-45 minutes
  - New Psychiatric Eval \$150; Established Psychiatric Care \$80 (requirement for concurrent therapy)
  - Sick Visits: \$55 hard stop at 10 minutes (lab results cannot be reviewed during sick visits; this is for acute illness only)
  - Brief Problem/Refill/Medication Visit: \$55 hard stop at 10 minutes (lab results cannot be reviewed during this appointment; this is for a brief problem or a quick medication need when there are NO lab results to review). If your appointment requirement is an excess of this, you will either be rescheduled or charged accordingly.
  - **If you have extensive results to review, please consider scheduling a longer appointment. 30-45 minutes to review labs, imaging, functional labs, etc sometimes isn't enough to go over them thoroughly and allow time for questions.**
- **Ordering Supplements/Herbs:** If any type of vitamin, supplement or herb is recommended to you, there are no requirements to purchase from us! However, we do have a Discounted FullScript account that we allow patients to use: <https://dawsonmedicalcenter.com/fullscript-discount-link> Follow instructions on your treatment plan; not the bottle! **PLEASE DO NOT SELF DOSE OR SELF MEDICATE WITH OTC, HERBS, SUPPLEMENTS OR MEDS!**
- **Lab Results:** Good news! The fantastic thing about our practice is we do not follow the traditional “reference ranges” on your lab results. Let us do the work of connecting the dots for you.
- **Lab Orders:** Please request any follow up lab orders through your portal. Remember to follow the prep instructions. Normally this would include: fasting after midnight (except water), go between 7a-9a, hold all supplements for 24 hours, hold supplements containing biotin or collagen for 5 days. Females: go between cycle days 10-20. There might be more pertaining to your situation, so ask your provider. If you are self pay, please use this link to order affordable labs: <https://dawsonmedicalcenter.com/lab-order-specialized>
- **Functional Medicine/Advanced Special Labs:** We typically always start with traditional labs first because they are most cost effective and insurance covers. We do offer Specialty Functional Medicine Labs as well. You can self order online <https://dawsonmedicalcenter.com/lab-order-specialized>
- **Insurance:** Primary Care/Functional Medicine Patients: We do not direct bill insurance for office visits. You can use your insurance for everything but the office visit; like labs, diagnostic imaging, medications, etc. If you would like to submit a claim to your insurance to be reimbursed for the office visit, please ask us for a Superbill. Acupuncture Patients: if you have a plan that we are in network with, we will bill your insurance for acupuncture services. You are required to pay your copayment, coinsurance, unmet deductible or any patient responsibility at the time of your visit. Any unpaid amount not covered by insurance will be charged to your card on file. All patients can use HSA/FSA cards in our office and we also accept Care Credit. Please note that if you find that you have a high deductible or your insurance pricing is too costly, please let us know as we can revert you to self pay and the prices are much cheaper than paying out of pocket for deductibles. Also,

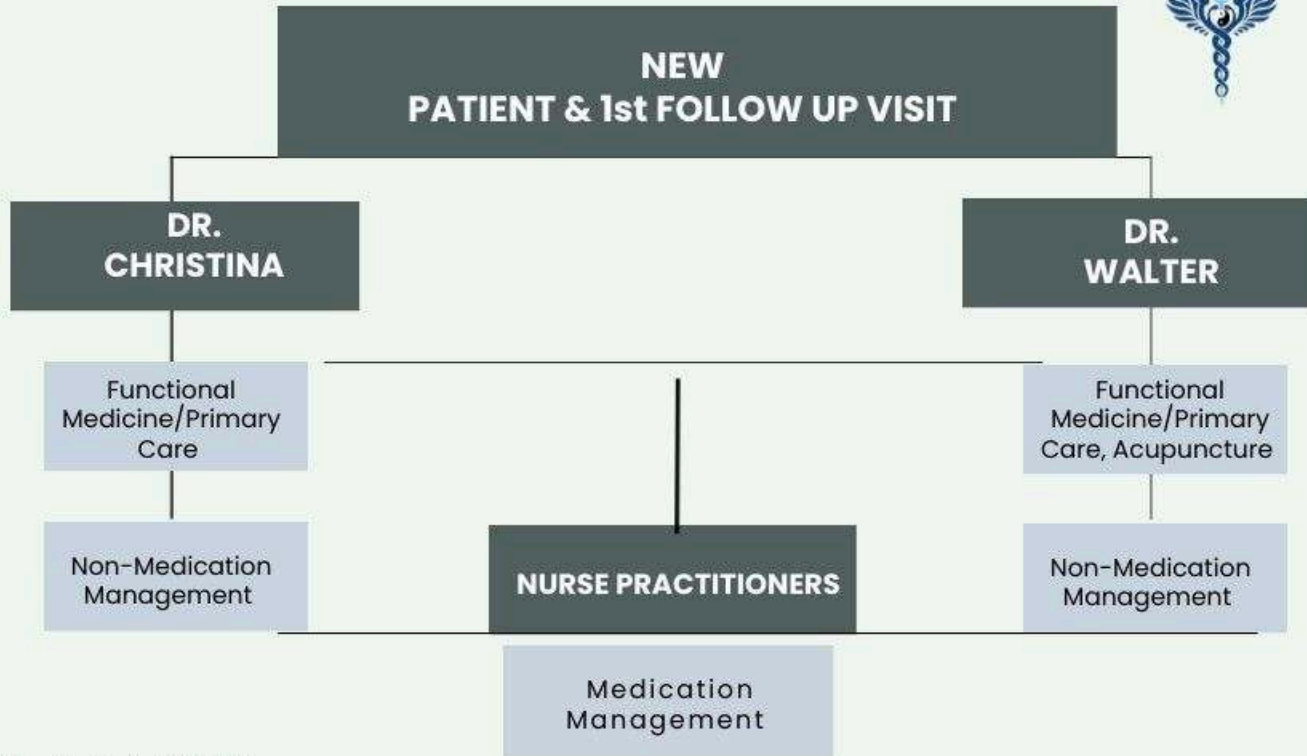


remember to use the GoodRx Discount Card for any prescriptions! Lastly, remember that we do NOT perform insurance prior authorizations for any services or medications.

- **Services:** Do you know all the fantastic services we offer? If not, be sure to check out our website and social media for up-to-date information on how we help our patients. Be sure to follow us on Facebook, Instagram and TikTok. **WE ALSO SEND OUT MONTHLY NEWSLETTERS, SO PLEASE BE SURE YOU CHECK YOUR SPAM AND SET YOUR FILTERS ACCORDINGLY.**
- **Treatment Plans:** After your visit, you will receive a treatment plan within 2-3 days after your visit. Our treatment plans are thoughtful and intensive, so it takes us a little time to put them together and ensure we have addressed all your concerns.
- **Functional Medicine/Primary Care:** We practice under the Integrative Functional Medicine model which means we combine traditional, natural and alternative care to provide a truly Holistic approach. We look for root causes and aim for prevention and wellness. Functional Medicine is in no way meant to replace traditional primary care or internal medicine. We do offer “primary care services” but this must still fall within our Functional Medicine scope of practice. We do recommend having a traditional primary care physician or internal medicine doctor (or access to an urgent care facility) in the event of, or if a situation arises that is not within our scope of practice.
- **Psychiatric Management:** We are so pleased to be able to offer this service in a demographic where mental health access is limited. Nikki is our board certified psychiatric mental health nurse practitioner. She sees patients 18 years and up for mental health. Medication management is offered and if the need for controlled medications arise (whether as needed or daily), patients are required to comply with State and Federal Law; including: signing a controlled medication agreement, submitting to random drug testing and participating in concurrent mental health therapy.
- **Traditional Family Medicine & Primary Care:** Our nurse practitioner, Nikki sees patients on our traditional medicine side of our practice. Seeing patients 2 years and older, allows us to truly bridge the gap between Functional Medicine & Conventional Medicine.



# APPOINTMENT FLOW



**ALL NEW PATIENTS** must see either Dr. Christina or Dr. Walter to establish with the practice (new patient visit and the first follow up visit). After these two appointments, if a patient elects a treatment involving ongoing medication management, they will see the nurse practitioner at regular follow ups.

**For Family Medicine, Psychiatric Care or Weight Loss:** all new patients can be with nurse practitioner, Nikki.

**PLEASE VISIT OUR WEBSITE TO LEARN THE AREAS OF SPECIALITY BETWEEN OUR PROVIDERS UNDER THE “ABOUT US” PAGE.**

**Thank you for entrusting us with your health & wellness.**