



Patient Guidelines

PRACTITIONERS

Our practitioners are not Primary Care Physicians (PCP). They do not have hospital affiliations, and generally do not prioritize acute conditions such as infections or injuries. For all **acute conditions, please consult your PCP** or local urgent care facility. Patients wishing to see a practitioner for a non-scheduled appointment may at times be accommodated that week, but otherwise should consult their PCP.

Initials _____

BILLING

All billing inquiries should be directed to Billing Manager, Stephanie Foster at extension 343. Please note that it is the **patient's responsibility** to inquire about their **insurance coverage** for any particular service or visit; TRC cannot make inquiries of insurance companies on a patient's behalf.

Phone Consults and Emails – Please note that phone consults are billed based on both the length and the complexity of the call. You will be charged by credit card at the time of consultation. Practitioners are also reachable by email, and will bill for any responses that require 10 minutes or more. We will provide receipts for all billable phone calls and emails, but neither are generally billable to insurance.

All patients with **BCBS plans that require a referral**: If you do not have a referral for your visit, you will be required to pay out of pocket.

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SCHEDULING

Infusions are booked at 20-minute intervals; if you arrive more than 10 minutes after your scheduled time, you may be asked to reschedule. If you are scheduled to see a **practitioner** and arrive more than 15 minutes after your scheduled appointment and have not notified us, we may have to make adjustments to your appointment duration to accommodate those patients who have arrived on time. We will make every effort to find an available time slot for you. We apologize for the times that practitioners run late, but we cannot predict if they will be late for your appointment.

Cancellation Policy - If you need to cancel an appointment and our office is closed, please leave a general voice mail message. Cancellations less than 1 business day of IVs will carry a \$50.00 cancellation fee; allergy testing and practitioner visits will carry a \$100.00 cancellation fee.

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LAB TESTING AND FEES

Blood, saliva, and urine testing are frequently ordered by TRC practitioners. While we can speak to which labs **bill** to insurance companies, **we cannot guarantee insurance coverage for lab tests**. We encourage our patients to get familiar with all aspects of their insurance coverage before any lab testing takes place. We are also happy to provide out-of-pocket lab costs if necessary.



Lab Results can take between 2-6 weeks to process. We encourage patients to schedule a follow-up with their practitioner on the day of their lab testing so that results can be reviewed in a timely manner. Results will not be given over the phone unless as part of a phone consultation with a practitioner. We will not call with results unless they show a life-threatening abnormality or an urgent matter that should not wait until your scheduled follow-up. If you require results prior to your follow-up they will not be interpreted and you will need to submit a signed medical records request to TRC.

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PRESCRIPTIONS AND QUESTIONS FOR YOUR PRACTITIONER

Prescription Refills - Prescription requests received before 1pm will be called into your pharmacy by the end of the next business day. In order to refill prescriptions **you must have been seen by your practitioner within the last year** or sooner if requested by your practitioner. If prior authorization is required by your insurance carrier, please be advised that your prescription may be delayed until such authorization is granted. While we will make every effort to help obtain authorization, there is always a chance that prescription coverage will be denied.

Infusion Prescriptions - All patients receiving infusions **MUST** first to be seen by a TRC practitioner. Any chelation or infusion treatment order must be **updated every 6 months** by the ordering doctor for a treatment to be administered.

Questions for Practitioners – The practitioners will answer basic questions regarding your care through the assistants. You may be asked to schedule an office visit or a telephone consult given the amount and complexity of your questions. This will be determined by the practitioner. All questions will be reviewed and completed by the end of the next business day. There are some requests that could take up to 3 business days to complete. If a request will go beyond this time frame, you will be contacted.

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APOTHECARY

All Apothecary related inquiries should be directed to Lauren Oliver, Apothecary Manager, at extension 329. Please double check all items before purchasing, as there are many items that have similar names but are in fact a different product. The front desk staff can assist patients in finding products; however, it is the patient's responsibility to ensure it is the correct product.

Return Policy – All unopened, regularly stocked products that have been purchased within the last 30 days are available for a full refund. Unopened, non-expired products purchased more than 30 days but within 90 days will be issued a store credit. Special orders are non-refundable.

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RELEASE OF MEDICAL RECORDS

All medical records requests will be processed **in order of receipt and may take up to 30 days to be filled.** Regarding lab results, TRC's policies require individual medical release requests for each test date. The fees are as follows: 1-10 pages is \$10, 11-30 pages is \$25 and 31 pages or more is \$25 + \$0.20 per page.

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PATIENT PRIVACY

TRC is committed to protecting your medical information while you are in our care. We therefore ask that all patients refrain from walking unattended in the exam room area, and that they be respectful of one another's privacy when scheduling appointments at the front desk.

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CELL PHONE AND FRAGRANCE USAGE

In consideration of other patients, we ask that patients and their visitors not use cell phones in the waiting room and IV room. Because we have many patients with fragrance sensitivity, we ask that patients please refrain from wearing strongly-scented deodorants or fragrances when visiting TRC.

Initials _____

I, _____ have read and understand the patient guidelines.

Patient Signature: _____ Date: _____