



OPTIMAL HEALTH MEDICAL CENTER

750 George Washington Way, Suite 5

Richland, WA 99354

OFFICE POLICIES AND PROCEDURES

January 1, 2014

1. Our office hours are Tuesday-Friday 9am-5pm. We are closed on Mondays.
2. Our phone hours are Tuesday-Friday 9am-5pm. We are closed for lunch between 1-2pm. Feel free to leave a message and we will get back to you as soon as possible.
3. Please be aware that we have a 48 hour cancellation policy. We have reserved your appointment especially for you. We do not overbook or double book like many offices do. If you are unable to make your appointment, please call at least 48 hours before your appointment so that we can reschedule you and so we may can fill your reserved spot with another patient. Please note if you have an appointment on a Tuesday, because we are closed during the weekend and Monday, we would need to hear from you the preceding Friday to avoid a no-show fee of \$55.
4. It is your responsibility to contact your insurance company prior to your appointment to ensure Dr. Stringer is a preferred provider. If she is not, it is possible you can still see Dr. Stringer, but you may be charged "out of network" fees.
5. Given the nature of this practice, and that many of the patients and employees are chemically sensitive, we ask that you refrain from wearing perfumes, and perfumed hair products, creams, etc. on the day you come to our office. Thank you.
6. We have a billing company called MTBC that handles all our insurance billing. If you have billing questions, we ask that you first contact your insurance company. If needed, secondly, contact MTBC, who should be able to answer most questions. Lastly, if you have not received satisfactory resolution, you may contact our office to resolve the issue. As you may be aware, the complexities of medical insurance billing are ever increasing. Please take time to understand the nuances of your insurance policy (deductibles, coinsurances, copays) to avoid surprises prior to making your appointment. We are committed to keeping this kind of medicine accessible to as many people as possible. Our office is dedicated to providing the best medical care within the insurance system for as long as we are able to so without compromising the service we provide. To this end, it is vital we allow MTBC to handle the billing and we will handle the healing. Their phone number is available on our website.
7. Please pay all copays, coinsurances, and outstanding balances in full at the time of your appointment. We accept cash, checks and Visa/MasterCard.
8. There is a charge of \$30 for Dr. Stringer to fill out any forms (insurance, employee related, etc.). Please allow 10 business days to complete forms.

9. Dr. Stringer is not contracted with Medicare. If you have Medicare and would like to see Dr. Stringer as your doctor, we will require you to sign an Opt Out of Medicare form which states that neither you nor Dr. Stringer can bill Medicare. If you have a non Medicare secondary insurance, you may be able to bill the secondary insurance. However, we are no longer offering this service of billing the secondary insurance. We will be happy to give you the paperwork that will allow you to do your own billing in this situation.
10. We are unable to give out medical information to family members unless specifically agreed upon by the patient per HIPAA regulations. Please speak with the family member who is the patient to obtain confidential patient information.
11. Due to Dr. Stringer's part time hours and desire to concentrate on a Functional Medicine approach, we require clients to have a primary care physician. We will ask you for this at your next visit, if we have not done so already.
12. Dr. Stringer sends out periodic newsletters with information regarding preventive medicine and health related topics of interest, if you do not want to be on this email list, please let our office staff know and we will remove your email from the list. Your email is completely private with us and we will never share it or sell it.

Name (printed)

Date

Signature